

COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Suite 1300

Richmond, VA 23219

December 10, 2004

ADDENDUM No. 2 TO VENDORS:

Reference Request for Proposal:	RFP 2005-01
Dated:	November 5, 2004
Due:	January 5, 2005

Attached is additional information requested either at the Proposal Conference or through the written questions.

Note: A signed acknowledgment of this addendum must be received by this office either prior to the due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

William D. Sydnor

William D. Sydnor
Contract Management Director

Name of Firm

Signature and Title

Date



Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned
Week Ending	11/8	738	679	59	2:09	2:06	1:32	7.99%
Week Ending	11/15	726	644	82	2:48	2:23	2:16	11.29%
Week Ending	11/22	767	702	65	1:47	2:33	1:59	8.47%
Week Ending	11/29	512	465	47	1:42	2:29	1:06	9.18%
Week Ending	12/6	712	655	57	1:42	2:14	1:32	8.01%
Week Ending	12/13	733	678	55	1:24	2:11	1:05	7.50%
Week Ending	12/20	722	639	83	1:26	2:07	1:12	11.50%
Week Ending	12/27	471	430	41	1:31	2:37	0:36	8.70%
Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned
Week Ending	11/8	443	413	30	1:56	2:31	1:01	6.77%
Week Ending	11/15	482	434	48	2:00	2:10	1:50	9.96%
Week Ending	11/22	509	469	37	2:16	2:18	1:25	7.27%
Week Ending	11/29	382	355	27	1:55	1:54	0:39	7.07%
Week Ending	12/6	427	393	34	1:50	2:05	1:16	7.96%
Week Ending	12/13	398	370	27	1:16	2:02	0:50	6.78%
Week Ending	12/20	343	310	33	1:11	2:19	1:16	9.62%
Week Ending	12/27	291	252	39	1:00	2:10	0:36	13.40%

% of Calls Answered
92.01%
88.71%
91.53%
90.82%
91.99%
92.50%
88.50%
91.30%

% of Calls Answered
93.23%
90.04%
92.14%
92.93%
92.04%
92.96%
90.38%
86.60%



Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4	228	218	10	1:23	2:21	0:44	4.39%	95.61%
Week Ending	10/11	261	253	8	0:45	2:02	0:35	3.07%	96.93%
Week Ending	10/18	286	275	11	2:08	2:01	0:31	3.85%	96.15%
Week Ending	10/25	354	337	17	1:01	1:44	0:34	4.80%	95.20%
Week Ending	11/1	336	320	16	0:58	2:15	0:33	4.76%	95.24%
Week Ending	11/8	228	218	10	0:31	2:06	0:26	4.39%	95.61%
Week Ending	11/15	296	289	7	0:24	2:03	0:26	2.36%	97.64%
Week Ending	11/22	303	290	13	0:49	2:09	0:36	4.29%	95.71%
Week Ending	11/29	173	164	9	0:17	1:34	0:21	5.20%	94.80%
Week Ending	12/6	275	262	13	0:41	2:08	0:27	4.73%	95.27%
Week Ending	12/13	259	255	4	0:14	2:09	0:32	1.54%	98.46%
Week Ending	12/20	278	268	10	1:18	2:13	0:26	3.60%	96.40%
Week Ending	12/27	127	113	8	0:20	1:17	0:18	6.30%	88.98%
Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4	122	113	9	0:50	1:17	0:26	7.38%	92.62%
Week Ending	10/11	229	218	11	0:40	1:41	0:41	4.80%	95.20%
Week Ending	10/18	253	237	14	0:53	1:32	0:43	5.53%	93.68%
Week Ending	10/25	249	233	16	1:02	1:35	0:27	6.43%	93.57%
Week Ending	11/1	278	259	19	1:08	1:32	0:34	6.83%	93.17%
Week Ending	11/8	266	249	17	1:21	1:31	0:35	6.39%	93.61%
Week Ending	11/15	297	278	19	1:05	1:33	0:27	6.40%	93.60%
Week Ending	11/22	290	266	24	0:43	1:29	0:43	8.28%	91.72%
Week Ending	11/29	165	158	7	0:43	1:19	0:26	4.24%	95.76%
Week Ending	12/6	255	250	5	0:35	1:23	0:31	1.96%	98.04%
Week Ending	12/13	246	233	13	1:08	1:30	0:29	5.28%	94.72%
Week Ending	12/20	227	214	13	0:48	1:39	0:26	5.73%	94.27%

Week Ending	12/27	138	134	4	0:44	1:10	0:22	2.90%	97.10%
-------------	-------	-----	-----	---	------	------	------	-------	--------



	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4								
Week Ending	10/11	254	196	17	1:55	2:39	0:59	6.69%	77.17%
Week Ending	10/18	206	159	1	0:04	2:42	0:42	0.49%	77.18%
Week Ending	10/25	165	114	5	0:58	2:47	0:18	3.03%	69.09%
Week Ending	11/1	193	156	6	0:10	3:34	0:35	3.11%	80.83%
Week Ending	11/8	173	166	6	0:59	2:22	0:42	3.47%	95.95%
Week Ending	11/15	173	165	8	0:48	2:42	0:55	4.62%	95.38%
Week Ending	11/22	216	195	21	1:12	2:45	0:59	9.72%	90.28%
Week Ending	11/29	121	115	6	0:09	2:14	0:20	4.96%	95.04%
Week Ending	12/6	132	130	5	0:39	2:10	0:18	3.79%	98.48%
Week Ending	12/13	138	133	5	0:16	2:33	0:22	3.62%	96.38%
Week Ending	12/20	172	169	3	0:21	2:21	0:15	1.74%	98.26%
Week Ending	12/27	71	66	5	0:15	2:58	0:20	7.04%	92.96%

* System Down



Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4								
Week Ending	10/11	1,217	961	167	1:44	2:37	1:43	13.72%	78.96%
Week Ending	10/18	1,153	947	94	1:18	2:35	1:03	8.15%	82.13%
Week Ending	10/25	1,150	1,031	76	1:17	2:30	0:44	6.61%	89.65%
Week Ending	11/1	1,167	1,044	61	1:03	2:43	0:42	5.23%	89.46%
Week Ending	11/8	1,103	1,040	63	0:57	2:43	0:44	5.71%	94.29%
Week Ending	11/15	1,234	1,146	88	0:55	3:06	0:46	7.13%	92.87%
Week Ending	11/22	1,237	1,139	98	1:14	2:34	0:48	7.92%	92.08%
Week Ending	11/29	848	807	41	0:23	1:59	0:28	4.83%	95.17%
Week Ending	12/6	858	833	25	0:17	1:59	0:26	2.91%	97.09%
Week Ending	12/13	927	908	19	0:27	2:21	0:15	2.05%	97.95%
Week Ending	12/20	898	871	27	0:25	2:11	0:26	3.01%	96.99%
Week Ending	12/27	584	551	33	0:47	2:23	0:43	5.65%	94.35%

*** System Down**

Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4								
Week Ending	10/11	288	169	105	3:42	1:45	3:04	36.46%	58.68%
Week Ending	10/18	232	173	47	2:24	2:09	1:28	20.26%	74.57%
Week Ending	10/25	174	141	31	1:40	2:20	0:55	17.82%	81.03%
Week Ending	11/1	250	216	18	1:03	1:33	0:51	7.20%	86.40%
Week Ending	11/8	209	195	14	0:42	1:44	0:41	6.70%	93.30%
Week Ending	11/15	275	246	29	1:11	1:57	0:48	10.55%	89.45%
Week Ending	11/22	280	242	38	1:43	1:44	0:45	13.57%	86.43%
Week Ending	11/29	151	133	18	0:50	1:48	0:24	11.92%	88.08%
Week Ending	12/6	171	162	9	0:30	1:41	0:16	5.26%	94.74%

Week Ending	12/13	176	171	5	0:16	1:52	0:12	2.84%	97.16%
Week Ending	12/20	176	170	6	0:26	1:25	0:15	3.41%	96.59%
Week Ending	12/27	131	127	4	0:53	1:43	0:25	3.05%	96.95%



Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4	401	335	23	1:06	1:49	0:23	5.74%	83.54%
Week Ending	10/11	670	600	18	0:46	3:13	0:23	2.69%	89.55%
Week Ending	10/18	661	619	30	0:48	3:10	0:32	4.54%	93.65%
Week Ending	10/25	745	662	56	1:39	3:26	0:53	7.52%	88.86%
Week Ending	11/1	763	699	44	1:31	3:31	1:03	5.77%	91.61%
Week Ending	11/8	753	715	38	1:26	3:40	0:39	5.05%	94.95%
Week Ending	11/15	368	355	13	0:29	3:01	0:25	3.53%	96.47%
Week Ending	11/22	710	662	47	1:45	3:35	0:54	6.62%	93.24%
Week Ending	11/29	598	551	47	1:31	2:56	0:49	7.86%	92.14%
Week Ending	12/6	849	762	87	16:32	3:40	1:35	10.25%	89.75%
Week Ending	12/13	698	657	41	1:52	3:36	0:47	5.87%	94.13%
Week Ending	12/20	617	602	15	0:49	3:17	0:30	2.43%	97.57%
Week Ending	12/27	397	385	10	0:04	2:39	0:18	2.52%	96.98%
Phone System Report Down For Two Day's									
Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4	273	235	14	0:43	1:30	0:20	5.13%	86.08%
Week Ending	10/11	444	398	9	0:31	2:13	0:26	2.03%	89.64%
Week Ending	10/18	462	426	16	0:23	1:36	1:45	3.46%	92.21%
Week Ending	10/25	544	499	27	1:23	2:44	0:43	4.96%	91.73%
Week Ending	11/1	466	420	18	1:24	2:32	0:33	3.86%	90.13%
Week Ending	11/8	460	433	27	1:22	2:35	0:33	5.87%	94.13%
Week Ending	11/15	217	209	8	0:33	1:57	0:19	3.69%	96.31%
Week Ending	11/22	459	428	31	0:56	2:24	0:31	6.75%	93.25%
Week Ending	11/29	362	329	33	1:09	1:53	0:28	9.12%	90.88%

Week Ending	12/6	480	450	30	1:48	2:30	0:42	6.25%	93.75%
Week Ending	12/13	464	440	24	10:33	2:51	0:30	5.17%	94.83%
Week Ending	12/20	426	407	19	1:05	2:35	0:15	4.46%	95.54%
Week Ending	12/27	217	209	8	0:38	1:58	0:14	3.69%	96.31%



Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4								
Week Ending	10/11								
Week Ending	10/18								
Week Ending	10/25	96	47	16	1:54	1:57	0:07	16.67%	48.96%
Week Ending	11/1	177	96	25	2:18	3:07	0:31	14.12%	54.24%
Week Ending	11/8	109	84	25	4:07	2:53	0:34	22.94%	77.06%
Week Ending	11/15	160	138	22	5:26	3:29	0:25	13.75%	86.25%
Week Ending	11/22	366	308	58	3:15	2:20	0:55	15.85%	84.15%
Week Ending	11/29	33	31	2	1:01	0:45	1:05	6.06%	93.94%
Week Ending	12/6	231	183	47	4:21	3:10	1:17	20.35%	79.22%
Week Ending	12/13	152	129	23	1:48	2:57	0:54	15.13%	84.87%
Week Ending	12/20	91	77	14	2:17	3:09	0:21	15.38%	84.62%
Week Ending	12/27	59	50	9	2:59	1:44	0:15	15.25%	84.75%

* Calls Answered in Norton

Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4								
Week Ending	10/11								
Week Ending	10/18								
Week Ending	10/25	76	38	14	0:33	0:50	0:16	18.42%	50.00%
Week Ending	11/1	170	111	12	1:13	1:45	0:34	7.06%	65.29%
Week Ending	11/8	97	92	5	8:42	1:39	0:30	5.15%	94.85%
Week Ending	11/15	68	59	9	1:05	2:16	0:32	13.24%	86.76%
Week Ending	11/22	198	164	34	3:57	2:29	0:51	17.17%	82.83%
Week Ending	11/29	65	56	9	1:28	2:38	0:52	13.85%	86.15%
Week Ending	12/6	170	155	15	3:54	1:52	0:44	8.82%	91.18%

Week Ending	12/13	169	155	14	1:52	2:15	0:50	8.28%	91.72%
Week Ending	12/20	94	91	3	0:30	2:01	0:37	3.19%	96.81%
Week Ending	12/27	101	94	7	1:04	2:38	0:28	6.93%	93.07%



Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4	480	438	21	0:47	3:00	0:30	4.38%	91.25%
Week Ending	10/11	502	462	20	0:28	2:22	0:25	3.98%	92.03%
Week Ending	10/18	493	451	23	0:37	2:26	0:21	4.67%	91.48%
Week Ending	10/25	524	485	26	0:28	2:54	0:24	4.96%	92.56%
Week Ending	11/1	538	467	23	0:50	3:11	0:33	4.28%	86.80%
Week Ending	11/8	498	476	22	0:33	2:16	0:28	4.42%	95.58%
Week Ending	11/15	437	414	23	0:28	2:17	0:18	5.26%	94.74%
Week Ending	11/22	398	390	8	0:41	2:28	0:19	2.01%	97.99%
Week Ending	11/29	288	280	8	0:29	2:15	0:19	2.78%	97.22%
Week Ending	12/6	621	586	38	1:10	2:36	0:36	6.12%	94.36%
Week Ending	12/13	649	625	24	0:29	2:17	0:22	3.70%	96.30%
Week Ending	12/20	635	591	44	1:04	2:49	0:32	6.93%	93.07%
Week Ending	12/27	289	261	28	2:33	2:57	2:57	9.69%	90.31%

Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	10/4	83	72	9	0:32	0:55	0:18	10.84%	86.75%
Week Ending	10/11	179	160	11	2:18	1:44	0:28	6.15%	89.39%
Week Ending	10/18	173	79	8	0:40	2:09	0:21	4.62%	45.66%
Week Ending	10/25	189	183	6	0:14	0:36	0:13	3.17%	96.83%
Week Ending	11/1	198	194	4	0:24	1:31	0:19	2.02%	97.98%
Week Ending	11/8	167	158	9	0:14	1:24	0:14	5.39%	94.61%
Week Ending	11/15	122	117	5	0:06	0:46	0:10	4.10%	95.90%
Week Ending	11/22	167	159	8	0:06	1:10	0:12	4.79%	95.21%
Week Ending	11/29	97	92	5	0:05	1:19	0:10	5.15%	94.85%
Week Ending	12/6	135	127	8	1:37	1:11	0:29	5.93%	94.07%
Week Ending	12/13	156	148	9	0:28	1:32	0:26	5.77%	94.87%
Week Ending	12/20	197	182	15	1:18	1:52	0:51	7.61%	92.39%

Week Ending	12/27	100	90	10	2:05	0:52	0:22	10.00%	90.00%
-------------	-------	-----	----	----	------	------	------	--------	--------

LogistiCare, Inc.

Call Center Reservations

2004 Weekly Statistics

Reservations	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	7,196	6,724	468	1:06	3:37	1:03	6.50%	93.44%
Week Ending	9/11	7,454	6,766	688	1:27	3:22	1:23	9.23%	90.77%
Week Ending	9/18	7,791	7,476	315	1:04	3:47	0:44	4.04%	95.96%
Week Ending	9/25	7,962	7,604	358	0:51	3:53	0:57	4.50%	95.50%
Monthly Total	September	30,403	28,570	1,829	1:07	3:40	1:02	6.02%	93.97%
Week Ending	10/2	7,958	7,815	143	0:26	3:20	0:22	1.80%	98.20%
Week Ending	10/9	8,104	7,682	422	1:10	4:00	0:57	5.21%	94.79%
Week Ending	10/16	7,960	7,483	477	0:53	4:05	1:13	5.99%	94.01%
Week Ending	10/23	7,917	7,441	476	1:07	4:01	1:09	6.01%	93.99%
Week Ending	10/30	7,472	7,208	264	0:54	3:56	0:46	3.53%	96.47%
Monthly Total	October	39,411	37,629	1,782	0:54	3:52	0:53	4.52%	95.48%
Week Ending	11/6	7,383	6,930	443	1:47	5:31	1:30	6.00%	93.86%
Week Ending	11/13	7,939	7,522	416	1:26	4:14	0:57	5.24%	94.75%
Week Ending	11/20	8,064	7,825	239	0:55	3:59	0:42	2.96%	97.04%
Week Ending	11/27	5,342	5,179	162	1:30	3:20	0:28	3.03%	96.95%
Monthly Total	November	28,728	27,456	1,260	1:24	4:16	0:54	4.39%	95.57%

Reservations

LogistiCare, Inc.
Where's My Ride & Provider Line:
2004 Weekly Statistics
Region 1

Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	517	478	38	1:41	2:45	0:43	7.35%	92.46%
Week Ending	9/11	564	521	43	0:59	1:41	0:46	7.62%	92.38%
Week Ending	9/18	559	530	29	0:35	2:26	0:37	5.19%	94.81%
Week Ending	9/25	527	510	17	0:48	1:54	0:36	3.23%	96.77%
Monthly Total	September	2,167	2,039	127	1:01	2:11	0:40	5.86%	94.09%
Week Ending	10/2	588	569	19	0:36	1:56	0:18	3.23%	96.77%
Week Ending	10/9	480	462	18	0:55	1:42	0:25	3.75%	96.25%
Week Ending	10/16	496	478	18	0:51	2:10	0:32	3.63%	96.37%
Week Ending	10/23	490	469	21	0:53	1:49	0:24	4.29%	95.71%
Week Ending	10/30	499	488	11	0:53	1:46	0:23	2.20%	97.80%
Monthly Total	October	2,553	2,466	87	0:50	1:52	0:24	3.41%	96.59%
Week Ending	11/6	480	458	22	2:46	4:16	0:35	4.58%	95.42%
Week Ending	11/13	489	468	21	1:05	2:14	0:22	4.29%	95.71%
Week Ending	11/20	520	502	18	0:30	2:17	0:32	3.46%	96.54%
Week Ending	11/27	403	392	11	1:11	2:04	0:20	2.73%	97.27%
Monthly Total	November	1,892	1,820	72	1:23	2:43	0:27	3.81%	96.19%

Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	387	363	24	0:58	2:12	0:31	6.20%	93.80%
Week Ending	9/11	397	377	20	1:16	1:47	0:41	5.04%	94.96%
Week Ending	9/18	393	369	24	1:24	1:59	0:25	6.11%	93.89%
Week Ending	9/25	449	432	17	0:40	1:52	0:21	3.79%	96.21%
Monthly Total	September	1,626	1,541	85	1:05	1:58	0:29	5.23%	94.77%
Week Ending	10/2	462	452	10	0:48	1:40	0:16	2.16%	97.84%
Week Ending	10/9	505	490	15	0:53	1:42	0:19	2.97%	97.03%
Week Ending	10/16	491	468	23	1:25	1:41	0:30	4.68%	95.32%
Week Ending	10/23	429	412	17	1:24	1:33	0:17	3.96%	96.04%
Week Ending	10/30	462	452	10	0:42	1:29	0:20	2.16%	97.84%
Monthly Total	October	2,349	2,274	75	1:02	1:37	0:20	3.19%	96.81%
Week Ending	11/6	489	469	20	1:45	2:17	0:34	4.09%	95.91%
Week Ending	11/13	413	403	10	0:42	1:19	0:23	2.42%	97.58%
Week Ending	11/20	534	525	9	0:29	1:37	0:23	1.69%	98.31%
Week Ending	11/27	412	376	6	0:21	1:45	0:15	1.46%	91.26%
Monthly Total	November	1,848	1,773	45	0:49	1:45	0:23	2.44%	95.94%

LogistiCare, Inc.
Where's My Ride & Provider Line:
Region 2
2004 Weekly Statistics

Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	299	288	11	0:52	2:17	0:38	3.68%	96.32%
Week Ending	9/11	263	250	13	1:12	1:52	0:48	4.94%	95.06%
Week Ending	9/18	300	290	10	2:49	2:19	0:34	3.33%	96.67%
Week Ending	9/25	283	279	4	0:48	2:04	0:26	1.41%	98.59%
Monthly Total	September	1,145	1,107	38	1:25	2:08	0:36	3.32%	96.68%
Week Ending	10/2	294	287	7	0:59	1:54	0:33	2.38%	97.62%
Week Ending	10/9	307	293	14	1:37	1:55	0:29	4.56%	95.44%
Week Ending	10/16	315	309	6	0:17	1:47	0:25	1.90%	98.10%
Week Ending	10/23	340	334	6	0:30	1:55	0:31	1.76%	98.24%
Week Ending	10/30	371	355	16	1:10	1:48	0:41	4.31%	95.69%
Monthly Total	October	1,627	1,578	49	0:55	1:52	0:32	3.01%	96.99%
Week Ending	11/6	304	293	11	1:21	1:48	0:25	3.62%	96.38%
Week Ending	11/13	338	325	13	1:03	2:03	0:27	3.85%	96.15%
Week Ending	11/20	347	337	10	0:57	2:11	0:36	2.88%	97.12%
Week Ending	11/27	237	231	5	1:16	1:58	0:33	2.11%	97.47%
Monthly Total	November	1,226	1,186	39	1:09	2:00	0:30	3.18%	96.74%
Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	343	326	17	1:26	1:27	0:35	4.96%	95.04%
Week Ending	9/11	270	252	18	1:35	1:26	0:38	6.67%	93.33%
Week Ending	9/18	297	277	20	0:57	1:21	0:28	6.73%	93.27%
Week Ending	9/25	327	319	8	0:55	1:38	0:25	2.45%	97.55%
Monthly Total	September	1,237	1,174	63	1:13	1:28	0:31	5.09%	94.91%
Week Ending	10/2	332	314	18	0:28	1:34	0:22	5.42%	94.58%
Week Ending	10/9	298	286	12	0:16	1:34	0:23	4.03%	95.97%
Week Ending	10/16	331	322	9	0:47	1:15	0:23	2.72%	97.28%
Week Ending	10/23	391	375	16	0:52	1:24	0:27	4.09%	95.91%
Week Ending	10/30	352	333	19	0:37	1:28	0:29	5.40%	94.60%
Monthly Total	October	1,704	1,630	74	0:36	1:27	0:25	4.34%	95.66%
Week Ending	11/6	352	340	12	1:59	1:14	0:22	3.41%	96.59%
Week Ending	11/13	379	360	19	1:32	1:46	0:30	5.01%	94.99%
Week Ending	11/20	382	365	17	0:47	1:17	0:32	4.45%	95.55%
Week Ending	11/27	289	274	14	0:29	1:24	0:22	4.84%	94.81%
Monthly Total	November	1,402	1,339	62	1:11	1:25	0:26	4.42%	95.51%

LogistiCare, Inc.
Facility Department
2004 Weekly Statistics

	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	129	127	2	0:05	2:29	0:17	1.55%	98.45%
Week Ending	9/11	108	107	1	0:00	1:46	0:10	0.93%	99.07%
Week Ending	9/18	100	98	2	0:04	2:07	0:13	2.00%	98.00%
Week Ending	9/25	107	104	3	0:00	2:12	0:17	2.80%	97.20%
Monthly Total	September	444	436	8	0:02	2:09	0:14	1.80%	98.20%
Week Ending	10/2	100	98	2	0:05	2:10	0:12	2.00%	98.00%
Week Ending	10/9	109	104	5	0:02	1:55	0:18	4.59%	95.41%
Week Ending	10/16	134	133	1	0:09	2:07	0:25	0.75%	99.25%
Week Ending	10/23	112	111	1	0:05	1:39	0:16	0.89%	99.11%
Week Ending	10/30	116	113	3	0:07	1:27	0:14	2.59%	97.41%
Monthly Total	October	571	559	12	0:06	1:51	0:17	2.10%	97.90%
Week Ending	11/6	102	102	0	0:00	1:35	0:13	0.00%	100.00%
Week Ending	11/13	100	96	4	0:09	2:00	0:12	4.00%	96.00%
Week Ending	11/20	120	118	2	0:06	1:50	0:15	1.67%	98.33%
Week Ending	11/27	72	71	1	0:00	1:40	0:20	1.39%	98.61%
Monthly Total	November	394	387	7	0:04	1:46	0:15	1.78%	98.22%
Facility ACD Group									

LogistiCare, Inc.
Where's My Ride & Provider Line:
Region 3
2004 Weekly Statistics

Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	1,027	983	44	0:27	2:08	0:17	4.28%	95.72%
Week Ending	9/11	1,103	1,052	51	1:28	1:52	0:20	4.62%	95.38%
Week Ending	9/18	1,161	1,106	55	0:38	2:23	0:25	4.74%	95.26%
Week Ending	9/25	1,190	1,128	62	0:28	2:18	0:33	5.21%	94.79%
Monthly Total	September	4,481	4,269	212	0:45	2:10	0:24	4.73%	95.27%
Week Ending	10/2	1,320	1,266	54	0:30	2:21	0:26	4.09%	95.91%
Week Ending	10/9	1,325	1,264	61	0:27	2:14	0:26	4.60%	95.40%
Week Ending	10/16	1,260	1,199	61	0:35	2:11	0:23	4.84%	95.16%
Week Ending	10/23	1,181	1,152	29	0:24	2:22	0:20	2.46%	97.54%
Week Ending	10/30	1,220	1,133	87	0:37	2:25	0:36	7.13%	92.87%
Monthly Total	October	6,306	6,014	292	0:31	2:18	0:26	4.63%	95.37%
Week Ending	11/6	1,252	1,176	76	0:40	2:10	0:37	6.07%	93.93%
Week Ending	11/13	1,169	1,105	64	0:36	2:12	0:33	5.47%	94.53%
Week Ending	11/20	1,234	1,173	60	0:49	2:30	0:36	4.86%	95.06%
Week Ending	11/27	909	832	77	0:48	2:29	0:43	8.47%	91.53%
Monthly Total	November	4,564	4,286	277	0:43	2:20	0:37	6.07%	93.91%
Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	233	225	8	0:24	2:10	0:16	3.43%	96.57%
Week Ending	9/11	173	168	5	0:45	2:08	0:19	2.89%	97.11%
Week Ending	9/18	210	194	16	0:43	1:52	0:26	7.62%	92.38%
Week Ending	9/25	171	166	5	0:20	1:54	0:27	2.92%	97.08%
Monthly Total	September	787	753	34	0:33	2:01	0:22	4.32%	95.68%
Week Ending	10/2	196	184	12	0:16	1:58	0:22	6.12%	93.88%

LogistiCare, Inc.
Where's My Ride & Provider Line:
2004 Weekly Statistics
Region 4

Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	565	532	33	1:04	2:42	0:37	5.84%	94.16%
Week Ending	9/11	515	490	25	2:41	2:54	1:04	4.85%	95.15%
Week Ending	9/18	560	541	19	1:22	3:06	0:38	3.39%	96.61%
Week Ending	9/25	689	645	44	1:30	3:07	0:47	6.39%	93.61%
Monthly Total	September	2,329	2,208	121	1:39	2:57	0:46	5.20%	94.80%
Week Ending	10/2	587	559	28	2:08	3:12	1:09	4.77%	95.23%
Week Ending	10/9	582	537	45	3:22	3:41	1:21	7.73%	92.27%
Week Ending	10/16	702	656	46	2:24	3:53	1:20	6.55%	93.45%
Week Ending	10/23	768	731	37	1:45	3:34	0:58	4.82%	95.18%
Week Ending	10/30	637	611	26	1:20	3:13	0:39	4.08%	95.92%
Monthly Total	October	3,276	3,094	182	2:12	3:31	1:05	5.56%	94.44%
Week Ending	11/6	783	742	41	2:15	3:01	1:17	5.24%	94.76%
Week Ending	11/13	707	674	33	1:21	3:35	1:10	4.67%	95.33%
Week Ending	11/20	667	627	30	1:33	3:16	1:06	4.57%	95.43%
Week Ending	11/27	496	478	18	1:06	2:33	0:39	3.63%	96.37%
Monthly Total	November	2,643	2,521	122	1:34	3:06	1:03	4.62%	95.38%

Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	502	484	18	0:40	1:53	0:31	3.59%	96.41%
Week Ending	9/11	439	408	31	1:26	1:52	0:43	7.06%	92.94%
Week Ending	9/18	508	490	18	2:28	2:10	0:29	3.54%	96.46%
Week Ending	9/25	478	448	30	1:10	2:17	0:41	6.28%	93.72%
Monthly Total	September	1,927	1,830	97	1:26	2:03	0:36	5.03%	94.97%
Week Ending	10/2	527	493	34	1:40	2:12	0:51	6.45%	93.55%
Week Ending	10/9	530	480	50	2:21	2:25	0:59	9.43%	90.57%
Week Ending	10/16	548	498	50	1:29	2:05	0:53	9.12%	90.88%
Week Ending	10/23	584	549	35	1:28	1:56	0:46	5.99%	94.01%
Week Ending	10/30	538	524	13	0:58	2:00	0:34	2.42%	97.40%
Monthly Total	October	2,727	2,544	182	1:35	2:08	0:49	6.67%	93.29%
Week Ending	11/6	606	558	48	1:25	2:13	1:07	7.92%	92.08%
Week Ending	11/13	546	520	26	1:27	1:58	0:59	4.76%	95.24%
Week Ending	11/20	654	622	32	1:37	2:15	0:54	4.89%	95.11%
Week Ending	11/27	378	364	14	1:01	1:32	0:33	3.70%	96.30%
Monthly Total	November	2,184	2,064	120	1:22	1:59	0:53	5.49%	94.51%

Region 4

LogistiCare, Inc.

Where's My Ride & Provider Line:

Region 5 & 6

2004 Weekly Statistics

Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	402	385	17	0:48	2:24	0:25	4.23%	95.77%
Week Ending	9/11	332	322	10	0:10	1:51	9:44	3.01%	96.99%
Week Ending	9/18	447	433	14	1:37	2:18	0:28	3.13%	96.87%
Week Ending	9/25	366	360	6	0:17	2:18	0:16	1.64%	98.36%
Monthly Total	September	1,547	1,500	47	0:43	2:13	14:43	3.04%	96.96%
Week Ending	10/2	169	168	1	0:00	2:24	0:12	0.59%	99.41%
Week Ending	10/9	383	356	15	0:28	2:05	0:14	3.92%	92.95%
Week Ending	10/16	318	307	11	0:27	1:34	0:25	3.46%	96.54%
Week Ending	10/23	358	343	14	0:39	2:12	0:23	3.91%	95.81%
Week Ending	10/30	401	379	21	1:18	1:55	0:35	5.24%	94.51%
Monthly Total	October	1,629	1,553	62	0:34	2:02	0:22	3.81%	95.33%
Week Ending	11/6	379	363	16	0:47	2:01	0:16	4.22%	95.78%
Week Ending	11/13	385	372	13	0:33	2:04	0:12	3.38%	96.62%
Week Ending	11/20	392	375	17	0:21	1:48	0:16	4.34%	95.66%
Week Ending	11/27	289	282	7	0:26	2:09	18:12	2.42%	97.58%
Monthly Total	November	1,445	1,392	53	0:32	2:00	10:44	3.67%	96.33%
Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	345	329	16	0:40	1:53	0:15	4.64%	95.36%
Week Ending	9/11	307	291	14	9:48	1:23	0:12	4.56%	94.79%
Week Ending	9/18	352	334	18	1:15	2:06	0:20	5.11%	94.89%
Week Ending	9/25	381	366	15	0:41	1:51	0:12	3.94%	96.06%
Monthly Total	September	1,385	1,320	63	21:06	1:48	0:15	4.55%	95.31%
Week Ending	10/2	170	166	4	1:09	1:40	0:13	2.35%	97.65%

LogistiCare, Inc.

Where's My Ride & Provider Line: 2004 Weekly Statistics

Region 7

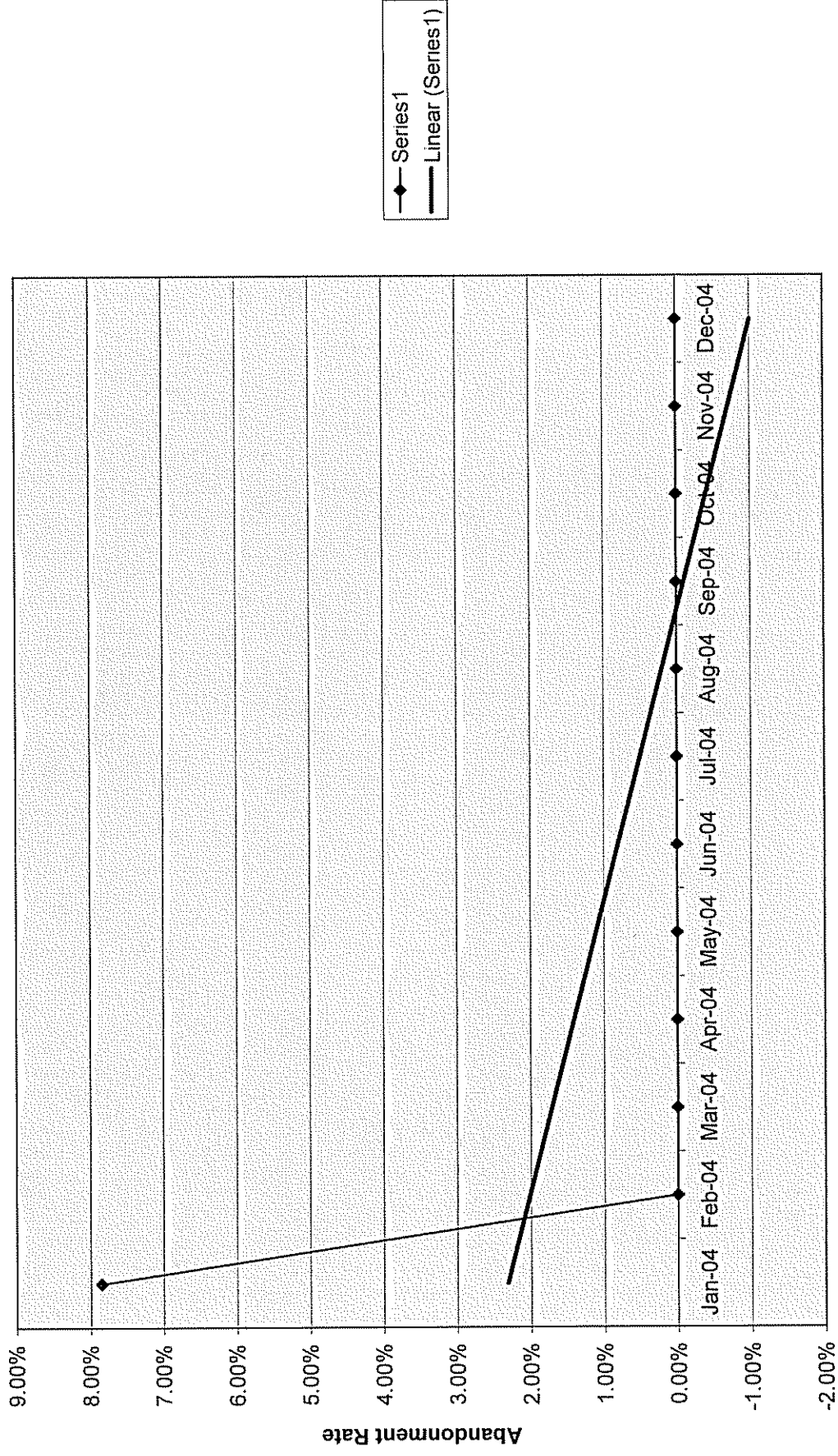
Where's My Ride	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	672	649	23	1:15	3:03	0:28	3.42%	96.58%
Week Ending	9/11	514	502	12	0:33	2:52	0:18	2.33%	97.67%
Week Ending	9/18	478	470	8	1:23	2:55	0:22	1.67%	98.33%
Week Ending	9/25	522	495	27	1:00	3:02	0:29	5.17%	94.83%
Monthly Total	September	2,186	2,116	70	1:03	2:58	0:24	3.20%	96.80%
Week Ending	10/2	607	602	13	0:21	3:07	0:28	2.14%	99.18%
Week Ending	10/9	629	603	26	0:48	3:15	0:30	4.13%	95.87%
Week Ending	10/16	629	614	15	0:52	3:20	0:25	2.38%	97.62%
Week Ending	10/23	781	748	32	1:00	3:17	5:14	4.10%	95.77%
Week Ending	10/30	665	640	25	0:51	2:54	0:28	3.76%	96.24%
Monthly Total	October	3,311	3,207	111	0:46	3:11	1:25	3.35%	96.86%
Week Ending	11/6	712	696	16	0:32	2:59	0:27	2.25%	97.75%
Week Ending	11/13	672	659	13	0:37	2:51	0:20	1.93%	98.07%
Week Ending	11/20	764	747	17	0:34	11:52	1:01	2.23%	97.77%
Week Ending	11/27	512	495	17	1:02	2:59	0:22	3.32%	96.68%
Monthly Total	November	2,660	2,597	63	0:41	5:10	0:32	2.37%	97.63%
Provider Line	Date	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Week Ending	9/4	169	163	6	0:25	1:40	0:30	3.55%	96.45%
Week Ending	9/11	177	172	5	0:25	1:40	0:16	2.82%	97.18%
Week Ending	9/18	179	167	12	0:30	1:59	0:19	6.70%	93.30%
Week Ending	9/25	159	203	11	1:02	1:45	0:24	6.92%	127.67%
Monthly Total	September	684	705	34	0:35	1:46	0:22	4.97%	103.07%
Week Ending	10/2	219	210	9	0:45	1:55	0:19	4.11%	95.89%
Week Ending	10/9	221	204	17	0:39	1:55	0:22	7.69%	92.31%
Week Ending	10/16	190	183	7	0:45	2:02	0:21	3.68%	96.32%
Week Ending	10/23	234	215	19	0:49	1:49	0:30	8.12%	91.88%
Week Ending	10/30	315	305	10	0:16	2:20	0:24	3.17%	96.83%
Monthly Total	October	1,179	1,117	62	0:39	2:00	0:23	5.26%	94.74%
Week Ending	11/6	253	245	8	0:08	1:53	0:16	3.16%	96.84%
Week Ending	11/13	300	291	11	0:23	2:03	0:13	3.67%	97.00%
Week Ending	11/20	360	348	12	0:31	2:08	0:21	3.33%	96.67%
Week Ending	11/27	197	189	8	0:16	1:44	0:17	4.06%	95.94%
Monthly Total	November	1,110	1,073	39	0:19	1:57	0:17	3.51%	96.67%

Region 7

Telephone Systems Report

Call Center Phone Systems Report By Month								
Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-04	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92%
Feb-04							#DIV/0!	#DIV/0!
Mar-04							#DIV/0!	#DIV/0!
Apr-04							#DIV/0!	#DIV/0!
May-04							#DIV/0!	#DIV/0!
Jun-04							#DIV/0!	#DIV/0!
Jul-04							#DIV/0!	#DIV/0!
Aug-04							#DIV/0!	#DIV/0!
Sep-04							#DIV/0!	#DIV/0!
Oct-04							#DIV/0!	#DIV/0!
Nov-04							#DIV/0!	#DIV/0!
Dec-04							#DIV/0!	#DIV/0!
Totals	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92%

Telephone Systems Chart



Monthly Call Center Staffing Report

January 2004 LogistiCare Full-Time Equivalent Customer Service Representatives at Beginning of Hour																								
Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
1	2	2	2	2	2	2	4	2	3	3	5	6	3	6	7	5	5	3	4	2	2	2	4	3
2	3	3	2	2	2	2	3	4	10	15	15	17	15	17	14	17	15	5	4	4	2	5	5	5
3	2	2	2	2	2	2	3	2	2	2	3	3	3	4	4	4	3	2	2	2	2	2	2	2
4	2	2	2	2	2	2	3	2	2	2	2	2	2	4	3	4	4	2	2	2	2	2	2	2
5	2	2	2	2	2	2	3	6	12	25	26	30	23	22	22	25	22	10	8	7	3	2	3	2
6	2	2	2	2	2	2	3	4	10	17	21	18	14	16	14	19	14	8	6	5	2	2	3	2
7	2	2	2	2	2	2	3	5	10	17	18	18	12	13	13	15	13	9	4	3	2	3	3	3
8	3	3	3	2	3	3	4	4	7	16	21	18	16	16	15	15	17	9	4	4	3	3	2	2
9	2	2	2	2	2	2	2	3	7	15	16	18	15	18	15	16	16	9	7	6	2	2	2	2
10	2	2	2	2	2	2	3	3	3	3	3	4	4	4	5	5	4	3	3	3	3	3	3	3
11	3	3	3	3	3	3	4	2	3	3	3	3	5	4	6	6	5	4	3	4	4	3	2	2
12	2	2	2	2	2	3	5	7	13	25	25	26	22	23	25	24	18	11	9	9	5	5	6	3
13	3	2	2	2	2	3	4	4	9	17	16	17	18	16	20	18	17	9	5	5	4	3	5	3
14	3	3	3	3	3	4	6	8	12	18	18	18	15	16	17	20	16	9	6	6	4	3	5	3
15	3	3	3	3	3	4	5	6	12	17	20	22	19	23	25	24	17	8	5	5	2	2	3	2
16	2	2	2	2	2	3	5	7	12	21	20	22	18	19	22	24	18	8	4	5	3	2	3	3
17	3	2	2	2	2	2	3	2	2	2	3	3	3	3	4	4	3	2	2	2	2	2	3	2
18	2	2	2	2	2	4	4	2	2	2	2	2	3	5	4	4	3	2	2	3	3	3	5	4
19	4	4	4	4	4	6	7	8	14	24	21	21	19	16	19	22	14	7	7	7	4	2	3	2
20	2	2	2	2	2	3	3	6	11	25	25	23	21	23	26	26	23	18	9	7	5	4	5	4
21	4	4	4	4	4	5	6	6	10	21	23	21	20	21	21	22	14	13	5	5	3	2	3	2
22	2	2	2	2	2	4	5	6	10	17	14	14	11	15	16	18	10	10	6	6	5	2	3	2
23	2	2	2	2	2	4	4	5	8	14	14	16	16	17	20	19	12	8	5	4	4	6	5	2
24	2	2	2	2	2	2	3	2	2	2	3	4	6	7	5	4	3	3	3	3	3	2	4	2
25	2	2	2	2	2	3	4	3	3	3	3	2	2	5	5	5	2	2	2	2	2	2	3	2
26	2	2	2	2	2	2	4	6	12	18	19	18	19	17	22	22	19	19	13	9	4	3	3	2
27	2	2	2	2	2	3	5	7	12	20	21	18	19	17	19	18	17	15	11	7	3	2	5	3
28	3	3	2	2	2	3	4	7	9	15	16	14	14	14	16	17	15	13	10	5	3	2	4	2
29	2	2	2	2	2	3	4	6	11	21	20	18	15	20	18	19	15	12	5	5	2	2	3	3
30	3	2	2	2	2	2	4	6	10	15	16	16	14	16	18	18	15	13	9	4	2	2	4	2
31	2	2	2	2	2	2	2	2	2	3	3	4	6	6	5	5	5	3	3	2	2	2	4	2

Reservations NET Cancellations

RESERVATIONS net CANCELLATIONS for each MONTH, REGION and LEVEL of SERVICE																
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals		Pctg	
Region 1	A	18,736											18,736	85.7%		
	S	1,184											1,184	5.4%		
	W	1,953											1,953	8.9%		
Regional Subtotal		21,873	0	0	0	0	0	0	0	0	0	0	21,873	9.3%		
Region 2	A	28,045											28,045	80.5%		
	S	998											998	2.9%		
	W	5,795											5,795	16.6%		
Regional Subtotal		34,838	0	0	0	0	0	0	0	0	0	0	34,838	14.8%		
Region 3	A	42,596											42,596	78.4%		
	S	946											946	1.7%		
	W	10,776											10,776	19.8%		
Regional Subtotal		54,318	0	0	0	0	0	0	0	0	0	0	54,318	23.1%		
Region 4	A	47,030											47,030	77.6%		
	S	1,926											1,926	3.2%		
	W	11,629											11,629	19.2%		
Regional Subtotal		60,585	0	0	0	0	0	0	0	0	0	0	60,585	25.7%		
Region 5	A	14,251											14,251	78.9%		
	S	610											610	3.4%		
	W	3,208											3,208	17.8%		
Regional Subtotal		18,069	0	0	0	0	0	0	0	0	0	0	18,069	7.7%		
Region 6	A	5,816											5,816	74.2%		
	S	347											347	4.4%		
	W	1,671											1,671	21.3%		
Regional Subtotal		7,834	0	0	0	0	0	0	0	0	0	0	7,834	3.3%		
Region 7	A	25,555											25,555	80.8%		
	S	375											375	1.2%		
	W	5,681											5,681	18.0%		
Regional Subtotal		31,611	0	0	0	0	0	0	0	0	0	0	31,611	13.4%		
Other Region	A	4,941											4,941	80.0%		
	S	254											254	4.1%		
	W	983											983	15.9%		
Regional Subtotal		6,178	0	0	0	0	0	0	0	0	0	0	6,178	2.6%		
Grand Total	A	186,970	0	0	0	0	0	0	0	0	0	0	186,970	79.5%		
	S	6,640	0	0	0	0	0	0	0	0	0	0	6,640	2.8%		
	W	41,696	0	0	0	0	0	0	0	0	0	0	41,696	17.7%		
State Total		235,306	0	0	0	0	0	0	0	0	0	0	235,306	100.0%		
Percent	A	79.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	79.5%		
	S	2.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.8%		
	W	17.7%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	17.7%		
State Total		100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%		
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals			
% Region/Other	2.63%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.63%			

Public Transportation and Gas Reimbursement Trips

Public Transportation and Gas Reimbursement													
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430												15,430
Gas Reimbursement	6,210												6,210
Grand Total	21,640	0	0	0	0	0	0	0	0	0	0	0	21,640
Total Trips	235,306	0	0	0	0	0	0	0	0	0	0	0	235,306
Percent of Total Trips	9.20%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	9.20%
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals

COMPLAINTS for each MONTH, REGION and COMPLAINT TYPE												
Region:	Complaint Type:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04
Region 1	Issue w/LogistiCare	6										
	Provider Late	25										
	Issue with Driver	0										
	Provider No Show	8										
	Issue with Vehicle	0										
	Rider No Show	0										
	Provider Issues	2										
	Facility Issues	0										
	Recip Incident/Injury	0										
	Regional Subtotal	41	0	0	0	0	0	0	0	0	0	0
Region 2	Issue w/LogistiCare	9										
	Provider Late	57										
	Issue with Driver	0										
	Provider No Show	40										
	Issue with Vehicle	0										
	Rider No Show	30										
	Provider Issues	8										
	Facility Issues	16										
	Recip Incident/Injury	1										
	Regional Subtotal	161	0	0	0	0	0	0	0	0	0	0
Region 3	Issue w/LogistiCare	15										
	Provider Late	40										
	Issue with Driver	5										
	Provider No Show	60										
	Issue with Vehicle	0										
	Rider No Show	13										
	Provider Issues	1										
	Facility Issues	1										
	Recip Incident/Injury	4										
	Regional Subtotal	139	0	0	0	0	0	0	0	0	0	0

Dec-04	Totals
	6
	25
	0
	8
	0
	0
	2
	0
	0
0	41
	9
	57
	0
	40
	0
	30
	8
	16
	1
0	161
	15
	40
	5
	60
	0
	13
	1
	1
	4
0	139

	21
	227
	4
	79
	0
	18
	14
	1
	1
0	365
	4
	13
	0
	11
	0
	7
	1
	5
	0
0	41
	6
	5
	0
	3
	0
	7
	2
	0
	0
0	23
	12
	39
	1
	25

	1
	13
	1
	1
	0
0	93

0	73
0	406
0	10
0	226
0	1
0	88
0	29
0	24
0	6
0	863

#DIV/0!	-99.97%
#DIV/0!	8.46%
#DIV/0!	47.05%
#DIV/0!	1.16%
#DIV/0!	26.19%
#DIV/0!	0.12%
#DIV/0!	10.20%
#DIV/0!	3.36%
#DIV/0!	2.78%
#DIV/0!	0.70%
#DIV/0!	100%

Mileage Report by Region

MILEAGE for each MONTH, REGION and LEVEL of SERVICE for Reservations not Cancellations.													
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	A	243,053											243,053
	W	27,084											27,084
	S	18,239											18,239
Regional Subtotal		288,376	0	0	0	0	0	0	0	0	0	0	288,376
Region 2	A	276,885											276,885
	W	55,036											55,036
	S	8,203											8,203
Regional Subtotal		340,124	0	0	0	0	0	0	0	0	0	0	340,124
Region 3	A	433,235											433,235
	W	99,329											99,329
	S	11,514											11,514
Regional Subtotal		544,078	0	0	0	0	0	0	0	0	0	0	544,078
Region 4	A	394,571											394,571
	W	80,894											80,894
	S	13,045											13,045
Regional Subtotal		488,510	0	0	0	0	0	0	0	0	0	0	488,510
Region 5	A	175,356											175,356
	W	36,263											36,263
	S	11,932											11,932
Regional Subtotal		223,551	0	0	0	0	0	0	0	0	0	0	223,551
Region 6	A	60,735											60,735
	W	17,736											17,736
	S	2,636											2,636
Regional Subtotal		81,107	0	0	0	0	0	0	0	0	0	0	81,107
Region 7	A	207,404											207,404
	W	39,319											39,319
	S	1,957											1,957
Regional Subtotal		248,680	0	0	0	0	0	0	0	0	0	0	248,680
Region Other	A	64,350											64,350
	W	9,233											9,233
	S	2,440											2,440
Regional Subtotal		77,023	0	0	0	0	0	0	0	0	0	0	77,023
Grand Total	A	1,855,559	0	0	0	0	0	0	0	0	0	0	1,855,559
	W	364,894	0	0	0	0	0	0	0	0	0	0	364,894
	S	70,976	0	0	0	0	0	0	0	0	0	0	70,976
State Total		2,291,429	0	0	0	0	0	0	0	0	0	0	2,291,429
Percent	A	81%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	81%
	W	16%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	16%
	S	3%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3%
State Total		100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%
MileTrip Avg	A	9.92	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	7.21
	W	6.75	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5.29
	S	10.69	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	7.68
State Total		9.74	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	7.06
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	

17%

20%

33%

29%

13%

5%

15%

5%

100%

Unduplicated Rider Report

Unduplicated Riders for each Month and Level of Service													
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
VA Medical	12,463												12,463
A	2,319												2,319
S	3,421												3,421
W	18,203	0	0	0	0	0	0	0	0	0	0	0	18,203
State Total													
Percent	68%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	68%
A	13%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	13%
S	19%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	19%
W	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%
State Total													
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Eligibles	265,928												265,928
Total Trips	235,306	0	0	0	0	0	0	0	0	0	0	0	235,306
Total Transportation U/P	88%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	88%
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Average	10,891												10,891
Number of	2,099												2,099
Trips for:													

Denied Trip Report by Region

Denied Trip Request By Month and Region												
Month:		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04
Region 1												
	Has access to vehicle	0										
	Non-covered service	21										
	Lacks 2 days' notice	16										
	Needs 9-1-1	0										
	Ineligible for Medicaid	10										
	Inappropriate Service Level Request	1										
	Refused Closest Provider	31										
Regional Subtotal		79	0	0	0	0	0	0	0	0	0	0
Region 2												
	Has access to vehicle	0										
	Non-covered service	31										
	Lacks 2 days' notice	26										
	Needs 9-1-1	0										
	Ineligible for Medicaid	26										
	Inappropriate Service Level Request	0										
	Refused Closest Provider	22										
Regional Subtotal		105	0	0	0	0	0	0	0	0	0	0
Region 3												
	Has access to vehicle	0										
	Non-covered service	27										
	Lacks 2 days' notice	17										
	Needs 9-1-1	0										
	Ineligible for Medicaid	27										
	Inappropriate Service Level Request	0										
	Refused Closest Provider	12										
Regional Subtotal		83	0	0	0	0	0	0	0	0	0	0
Region 4												
	Has access to vehicle	0										
	Non-covered service	40										
	Lacks 2 days' notice	27										
	Needs 9-1-1	0										
	Ineligible for Medicaid	50										
	Inappropriate Service Level Request	0										
	Refused Closest Provider	5										
Regional Subtotal		122	0	0	0	0	0	0	0	0	0	0
Region 5												
	Has access to vehicle	0										
	Non-covered service	6										
	Lacks 2 days' notice	2										
	Needs 9-1-1	0										
	Ineligible for Medicaid	7										
	Inappropriate Service Level Request	2										
	Refused Closest Provider	5										
Regional Subtotal		22	0	0	0	0	0	0	0	0	0	0
Region 6												
	Has access to vehicle	0										
	Non-covered service	4										
	Lacks 2 days' notice	5										
	Needs 9-1-1	0										
	Ineligible for Medicaid	5										
	Inappropriate Service Level Request											
	Refused Closest Provider	4										
Regional Subtotal		18	0	0	0	0	0	0	0	0	0	0
Region 7												
	Has access to vehicle	0										
	Non-covered service	20										
	Lacks 2 days' notice	11										
	Needs 9-1-1	0										
	Ineligible for Medicaid	13										
Regional Subtotal		1										

Denied Trip Report by Region

	Refused Closest Provider	3										
<i>Regional Subtotal</i>		48	0	0	0	0	0	0	0	0	0	0
Grand Total												
	Has access to vehicle	0	0	0	0	0	0	0	0	0	0	0
	Non-covered service	149	0	0	0	0	0	0	0	0	0	0
	Lacks 2 days' notice	104	0	0	0	0	0	0	0	0	0	0
	Needs 9-1-1	0	0	0	0	0	0	0	0	0	0	0
	Ineligible for Medicaid	138	0	0	0	0	0	0	0	0	0	0
	Inappropriate Service Level Request	4										
	Refused Closest Provider	82	0	0	0	0	0	0	0	0	0	0
State Total		477	0	0	0	0	0	0	0	0	0	0

Denied Trip Report by Region

Dec-04	Totals
	0
	21
	16
	0
	10
	1
	31
0	79
	0
	31
	26
	0
	26
	0
	22
0	105
	0
	27
	17
	0
	27
	0
	12
0	63
	0
	40
	27
	0
	50
	0
	5
0	122
	0
	6
	2
	0
	7
	2
	5
0	22
	0
	4
	5
	0
	5
	4
0	18
	0
	20
	11
	0
	13
	1

Denied Trip Report by Region

	3
0	48
0	0
0	149
0	104
0	0
0	138
0	82
0	477

Provider's Added and Deleted form the Virginia

[illegible]

Provider Payment Report

Provider Payment Report													
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Number of Providers													
Paid Within: 30 Day's	188												188
45 Day's	99												99
60 Day's	0												0
State Total	287	0	0	0	0	0	0	0	0	0	0	0	287
													66%
													34%
													0%
													100%

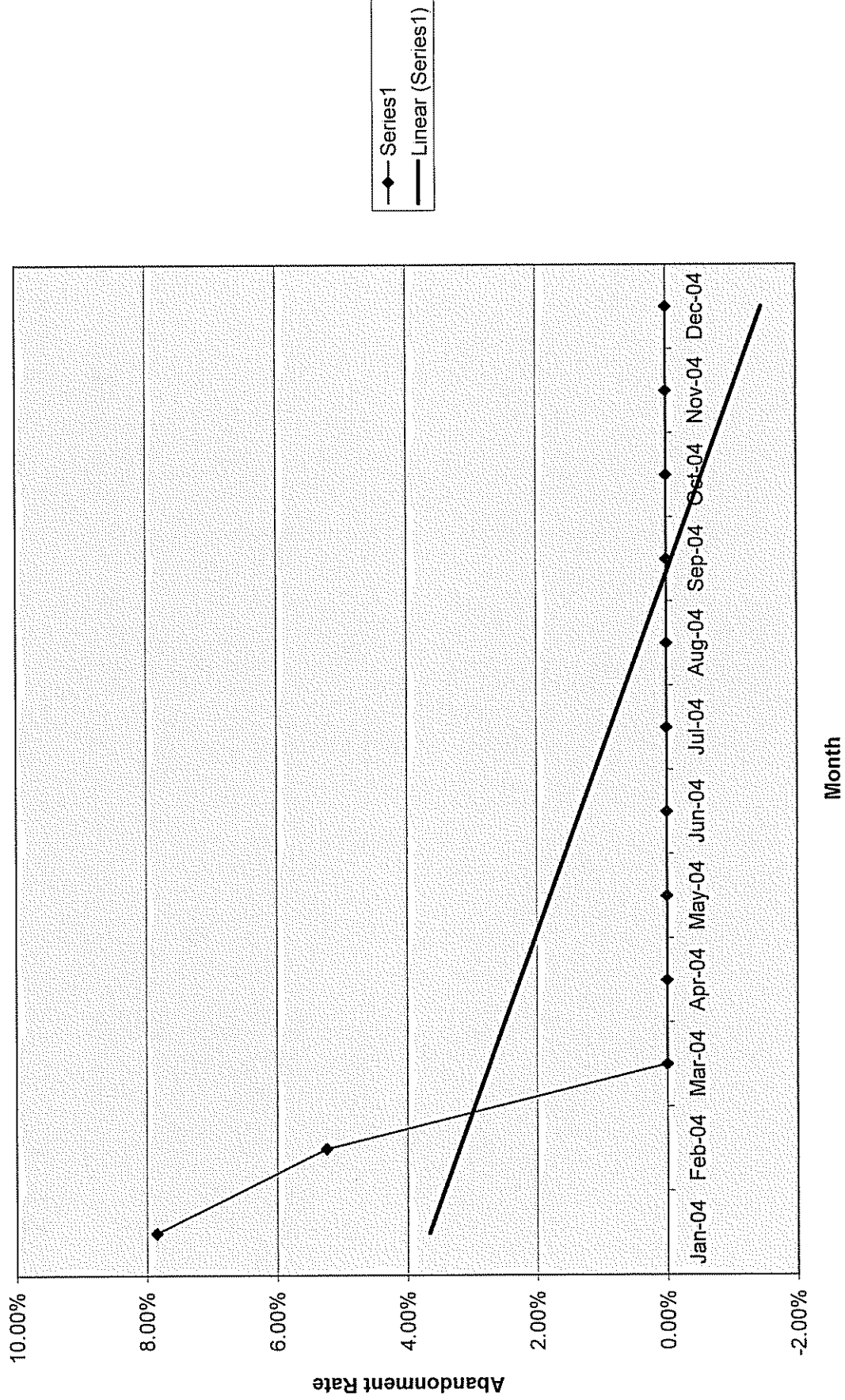
gregb:
Average Number of Day's
From Date Received to
Date Paid: 28

gregb:
Average Number of Day's
From Date Received to
Date Paid: 37

Telephone Systems Report

Call Center Phone Systems Report By Month								
Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-04	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92%
Feb-04	30,628	29,023	1,605	1:32	3:24	1:03	5.24%	95%
Mar-04							#DIV/0!	#DIV/0!
Apr-04							#DIV/0!	#DIV/0!
May-04							#DIV/0!	#DIV/0!
Jun-04							#DIV/0!	#DIV/0!
Jul-04							#DIV/0!	#DIV/0!
Aug-04							#DIV/0!	#DIV/0!
Sep-04							#DIV/0!	#DIV/0!
Oct-04							#DIV/0!	#DIV/0!
Nov-04							#DIV/0!	#DIV/0!
Dec-04							#DIV/0!	#DIV/0!
Totals	62,893	58,750	4,137	1:38	3:12	1:15	6.58%	93%

Telephone Systems Chart



Monthly Call Center Staffing Report

February 2004 LogistiCare Full-Time Equivalent Customer Service Representatives at Beginning of Hour																								
Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
1	2	2	2	2	2	4	4	3	3	3	4	3	3	6	5	5	1	2	2	2	2	2	2	2
2	2	2	2	2	2	3	4	4	8	17	17	15	15	16	19	20	13	9	4	2	4	3	5	2
3	2	3	2	2	2	3	4	3	4	12	13	11	12	13	13	14	6	7	3	2	3	3	5	3
4	3	3	3	1	2	4	5	3	5	14	13	11	14	13	13	14	7	6	6	3	2	1	3	2
5	2	2	2	1	2	2	2	2	5	14	14	11	13	12	16	15	8	6	5	3	4	2	4	3
6	3	2	2	2	1	3	2	3	6	11	13	12	11	11	14	12	9	6	3	3	4	2	4	3
7	3	3	3	3	3	3	5	4	5	8	8	6	7	7	6	6	5	2	2	2	2	2	4	2
8	2	2	2	2	2	4	4	2	2	2	2	2	2	4	4	4	2	1	2	2	2	2	3	2
9	2	2	2	2	2	3	3	3	5	12	15	14	14	14	18	17	12	8	5	4	2	2	4	2
10	3	2	2	1	2	2	2	3	9	13	14	12	14	14	11	11	8	7	6	3	3	2	4	2
11	2	1	2	1	1	2	2	3	9	11	12	11	8	12	13	12	8	15	5	3	3	2	4	2
12	1	2	2	2	2	2	2	2	7	10	11	8	9	10	11	10	6	6	5	3	2	1	3	2
13	2	2	2	1	1	2	2	2	9	10	10	9	9	10	10	9	8	7	5	3	3	1	3	2
14	2	2	2	2	2	2	3	2	2	3	3	3	4	5	5	4	3	1	2	2	2	2	3	2
15	2	2	2	2	2	3	3	2	2	1	1	1	2	4	4	4	3	2	2	2	2	2	4	2
16	2	2	2	1	2	3	4	6	5	13	15	13	16	16	15	16	9	8	4	3	3	2	4	2
17	2	2	2	2	2	3	4	5	5	13	14	11	14	13	14	12	7	5	2	3	3	2	4	2
18	2	2	2	2	2	2	2	3	5	11	12	12	12	12	13	13	9	8	3	4	3	3	4	2
19	2	2	2	2	2	2	3	3	6	11	12	9	11	12	12	11	8	8	4	4	3	3	5	2
20	2	2	2	2	2	2	3	3	3	8	10	7	12	14	12	12	6	8	8	7	5	3	5	3
21	2	2	2	1	2	2	4	3	5	9	9	9	9	11	9	9	7	2	2	2	2	2	4	2
22	3	3	3	3	2	3	3	2	5	6	6	5	5	6	7	7	4	2	2	2	2	2	4	3
23	3	3	2	2	3	3	5	2	4	13	16	14	19	19	19	20	14	11	8	6	2	3	5	3
24	2	3	2	2	2	2	4	2	5	11	13	11	16	17	15	14	7	10	7	7	2	3	5	3
25	3	3	3	3	3	2	4	2	5	6	12	9	15	16	15	13	6	7	4	6	2	3	4	3
26	3	3	3	3	3	3	3	2	3	10	10	12	13	15	12	13	8	10	5	6	3	2	4	2
27	2	2	2	2	2	1	2	2	4	8	8	13	14	17	17	16	10	7	2	5	2	2	3	2
28	2	2	2	2	2	2	2	3	5	7	7	7	4	7	7	7	5	2	2	2	2	2	3	2
29	2	2	2	2	2	2	3	2	3	4	5	5	4	6	5	4	4	1	1	1	1	2	1	5

Reservations NET Cancellations

RESERVATIONS net CANCELLATIONS for each MONTH, REGION and LEVEL of SERVICE																
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	Pctg		
Region 1	A	18,736	17,979										35,715	86.1%		
	S	1,184	994										2,178	5.1%		
	W	1,953	1,796										3,749	8.8%		
	VS	0	0										0	0.0%		
Regional Subtotal		21,873	20,769	0	0	0	0	0	0	0	0	0	42,642	9.1%		
Region 2	A	28,045	29,359										57,404	80.6%		
	S	998	984										1,982	2.8%		
	W	5,795	6,073										11,868	16.7%		
	VS	0	0										0	0.0%		
Regional Subtotal		34,838	36,416	0	0	0	0	0	0	0	0	0	71,254	15.2%		
Region 3	A	42,596	43,763										86,359	78.6%		
	S	946	895										1,841	1.7%		
	W	10,776	10,843										21,619	19.7%		
	VS	0	0										0	0.0%		
Regional Subtotal		54,318	55,501	0	0	0	0	0	0	0	0	0	109,819	23.4%		
Region 4	A	47,030	45,110										92,140	77.7%		
	S	1,926	1,593										3,519	3.0%		
	W	11,628	11,140										22,768	19.2%		
	VS	0	146										146	0.1%		
Regional Subtotal		60,585	57,969	0	0	0	0	0	0	0	0	0	118,574	25.2%		
Region 5	A	14,251	14,354										28,605	79.1%		
	S	610	603										1,213	3.4%		
	W	3,208	3,167										6,365	17.6%		
	VS	0	0										0	0.0%		
Regional Subtotal		18,069	18,114	0	0	0	0	0	0	0	0	0	36,183	7.7%		
Region 6	A	5,816	5,801										11,617	75.4%		
	S	347	260										607	3.9%		
	W	1,671	1,520										3,191	20.7%		
	VS	0	0										0	0.0%		
Regional Subtotal		7,834	7,581	0	0	0	0	0	0	0	0	0	15,415	3.3%		
Region 7	A	25,555	26,167										51,722	81.3%		
	S	375	366										741	1.2%		
	W	5,681	5,509										11,190	17.6%		
	VS	0	0										0	0.0%		
Regional Subtotal		31,611	32,042	0	0	0	0	0	0	0	0	0	63,653	13.5%		
Other Region	A	4,941	5,322										10,263	81.0%		
	S	254	224										478	3.8%		
	W	983	942										1,925	15.2%		
	VS	0	0										0	0.0%		
Regional Subtotal		6,178	6,488	0	0	0	0	0	0	0	0	0	12,665	2.7%		
Grand Total	A	186,970	187,855	0	0	0	0	0	0	0	0	0	374,825	79.7%		
	S	6,640	5,919	0	0	0	0	0	0	0	0	0	12,559	2.7%		
	W	41,656	40,980	0	0	0	0	0	0	0	0	0	82,636	17.6%		
	VS	0	146	0	0	0	0	0	0	0	0	0	146	0.1%		
State Total		235,306	234,900	0	0	0	0	0	0	0	0	0	470,205	100.0%		
Percent	A	79.5%	80.0%										79.7%			
	S	2.8%	2.5%										2.7%			
	W	17.7%	17.4%										17.6%			
	VS	0.0%	0.1%										0.0%			
State Total		100.0%	100.0%										100.0%			
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals			
% Region Other	2.93%	2.76%											2.89%			

Public Transportation and Gas Reimbursement Trips

Public Transportation and Gas Reimbursement													
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430	16,373											31,803
Gas Reimbursement	6,210	5,719											11,929
Grand Total	21,640	22,092	0	0	0	0	0	0	0	0	0	0	43,732
Total Trips	235,306	234,900	0	0	0	0	0	0	0	0	0	0	470,206
Percent of Total Trips	9.20%	9.40%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	9.30%
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals

COMPLAINTS for each MONTH, REGION and COMPLAINT TYPE														
Region:	Complaint Type:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Issue w/LogistiCare	6	5											11
	Provider Late	25	55											80
	Issue with Driver	0	1											1
	Provider No Show	8	29											37
	Issue with Vehicle	0	0											0
	Rider No Show	0	2											2
	Provider Issues	2	23											25
	Facility Issues	0	6											6
	Recip Incident/Injury	0	0											0
Regional Subtotal		41	121	0	0	0	0	0	0	0	0	0	0	162
Region 2	Issue w/LogistiCare	9	11											20
	Provider Late	57	50											107
	Issue with Driver	0	0											0
	Provider No Show	40	34											74
	Issue with Vehicle	0	0											0
	Rider No Show	30	44											74
	Provider Issues	8	10											18
	Facility Issues	16	27											43
	Recip Incident/Injury	1	5											6
Regional Subtotal		161	181	0	0	0	0	0	0	0	0	0	0	342
Region 3	Issue w/LogistiCare	15	12											27
	Provider Late	40	23											63
	Issue with Driver	5	1											6
	Provider No Show	60	65											125
	Issue with Vehicle	0	2											2
	Rider No Show	13	19											32
	Provider Issues	1	5											6
	Facility Issues	1	7											8
	Recip Incident/Injury	4	4											8
Regional Subtotal		139	138	0	0	0	0	0	0	0	0	0	0	277

Mileage Report by Region

MILEAGE for each MONTH, REGION and LEVEL of SERVICE for Reservations net Cancellations.												
Months: Jan-24 Feb-24 Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Totals												
Region 1	A	243,653	227,093									470,746
	W	27,084	24,393									51,477
	S	18,229	12,459									30,687
	VS	0	0									0
	Regional Subtotal	268,966	243,944	0	0	0	0	0	0	0	0	552,909
12%												
Region 2	A	276,605	206,201									543,166
	W	59,039	59,555									118,594
	S	6,203	9,246									17,451
	VS	0	0									0
	Regional Subtotal	341,847	324,992	0	0	0	0	0	0	0	0	676,840
15%												
Region J	A	433,235	424,511									857,746
	W	79,329	97,561									176,890
	S	11,514	10,019									21,533
	VS	0	0									0
	Regional Subtotal	524,078	532,091	0	0	0	0	0	0	0	0	1,056,169
24%												
Region 4	A	394,571	378,719									773,290
	W	60,654	75,310									135,964
	S	13,945	8,692									22,637
	VS	0	465									465
	Regional Subtotal	469,170	463,186	0	0	0	0	0	0	0	0	932,431
21%												
Region 5	A	175,565	179,125									354,690
	W	36,253	33,656									70,009
	S	11,532	10,479									22,011
	VS	0	0									0
	Regional Subtotal	223,350	223,260	0	0	0	0	0	0	0	0	446,610
10%												
Region 6	A	60,735	59,693									120,428
	W	17,726	15,621									33,347
	S	2,636	2,421									5,057
	VS	0	0									0
	Regional Subtotal	81,107	77,735	0	0	0	0	0	0	0	0	158,845
4%												
Region 7	A	207,404	215,559									422,963
	W	39,319	37,630									76,949
	S	1,997	1,725									3,722
	VS	0	0									0
	Regional Subtotal	248,720	254,914	0	0	0	0	0	0	0	0	503,634
11%												
Region Other	A	64,350	63,355									127,705
	W	9,223	8,659									17,882
	S	3,440	2,825									6,265
	VS	0	0									0
	Regional Subtotal	77,013	74,839	0	0	0	0	0	0	0	0	151,852
3%												
Grand Total	A	1,655,498	1,614,840	0	0	0	0	0	0	0	0	3,270,338
	W	304,994	332,727	0	0	0	0	0	0	0	0	637,721
	S	70,978	59,997	0	0	0	0	0	0	0	0	130,975
	VS	0	465	0	0	0	0	0	0	0	0	465
	State Total	2,031,470	2,008,029	0	0	0	0	0	0	0	0	4,039,504
100%												
Percent	A	80.81%	81.51%									81.25%
	W	15.92%	16.84%									15.89%
	S	3.45%	2.94%									3.85%
	VS	0.00%	0.02%									0.01%
	State Total	100%	100%									100%
Mileage by Region	A	9.32	9.46									9.78
	W	3.15	3.41									3.68
	S	10.99	8.82									10.28
	VS	0.00	0.01									0.01
	State Total	9.74	9.48									9.91
Month: Jan-24 Feb-24 Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24												

Unduplicated Rider Report

Unduplicated Riders for each Month and Level of Service															
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%	
VA Medicaid	12,463	12,535											24,998	69%	
S	2,319	2,088											4,407	12%	
W	3,421	3,445											6,866	19%	
VS	0	0											0	0%	
State Total	18,203	18,068	0	0	0	0	0	0	0	0	0	0	36,271	100%	
Percent	68%	69%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	69%	
A	13%	12%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	12%	
S	19%	19%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	19%	
W	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	
VS	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	
State Total															
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%	
Eligibles	265,928	258,731											524,659		
Total Trips	235,306	234,900	0	0	0	0	0	0	0	0	0	0	470,206		
Total Transportation U/P	88%	91%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	90%	
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%	
Average Number of Trips for:	10,891	11,438											11,165		
Weekday	2,099	1,890											1,995		
Weekend															

Denied Trip Report by Region

Denied Trip Request By Month and Region													
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Has access to vehicle	0	12										12
	Non-covered service	21	40										61
	Lacks 2 days' notice	16	20										36
	Needs 9-1-1	0	0										0
	Ineligible for Medicaid	10	9										19
	Inappropriate Service												
	Level Request	1	2										3
	Refused Closest Provider	31	32										63
Regional Subtotal		79	115	0	0	0	0	0	0	0	0	0	194
Region 2	Has access to vehicle	0	11										11
	Non-covered service	31	41										72
	Lacks 2 days' notice	26	38										64
	Needs 9-1-1	0	0										0
	Ineligible for Medicaid	26	22										48
	Inappropriate Service												
	Level Request	0	1										1
	Refused Closest Provider	22	33										55
Regional Subtotal		105	146	0	0	0	0	0	0	0	0	0	251
Region 3	Has access to vehicle	0	10										10
	Non-covered service	27	41										68
	Lacks 2 days' notice	17	36										53
	Needs 9-1-1	0	0										0
	Ineligible for Medicaid	27	52										79
	Inappropriate Service												
	Level Request	0	3										3
	Refused Closest Provider	12	19										31
Regional Subtotal		83	161	0	0	0	0	0	0	0	0	0	244
Region 4	Has access to vehicle	0	10										10
	Non-covered service	40	61										101
	Lacks 2 days' notice	27	20										47
	Needs 9-1-1	0	0										0
	Ineligible for Medicaid	50	33										83
	Inappropriate Service												
	Level Request	0	1										1
	Refused Closest Provider	5	12										17
Regional Subtotal		122	137	0	0	0	0	0	0	0	0	0	259
Region 5	Has access to vehicle	0	1										1
	Non-covered service	6	10										16
	Lacks 2 days' notice	2	8										10
	Needs 9-1-1	0	0										0
	Ineligible for Medicaid	7	11										18

Denied Trip Report by Region

[illegible]

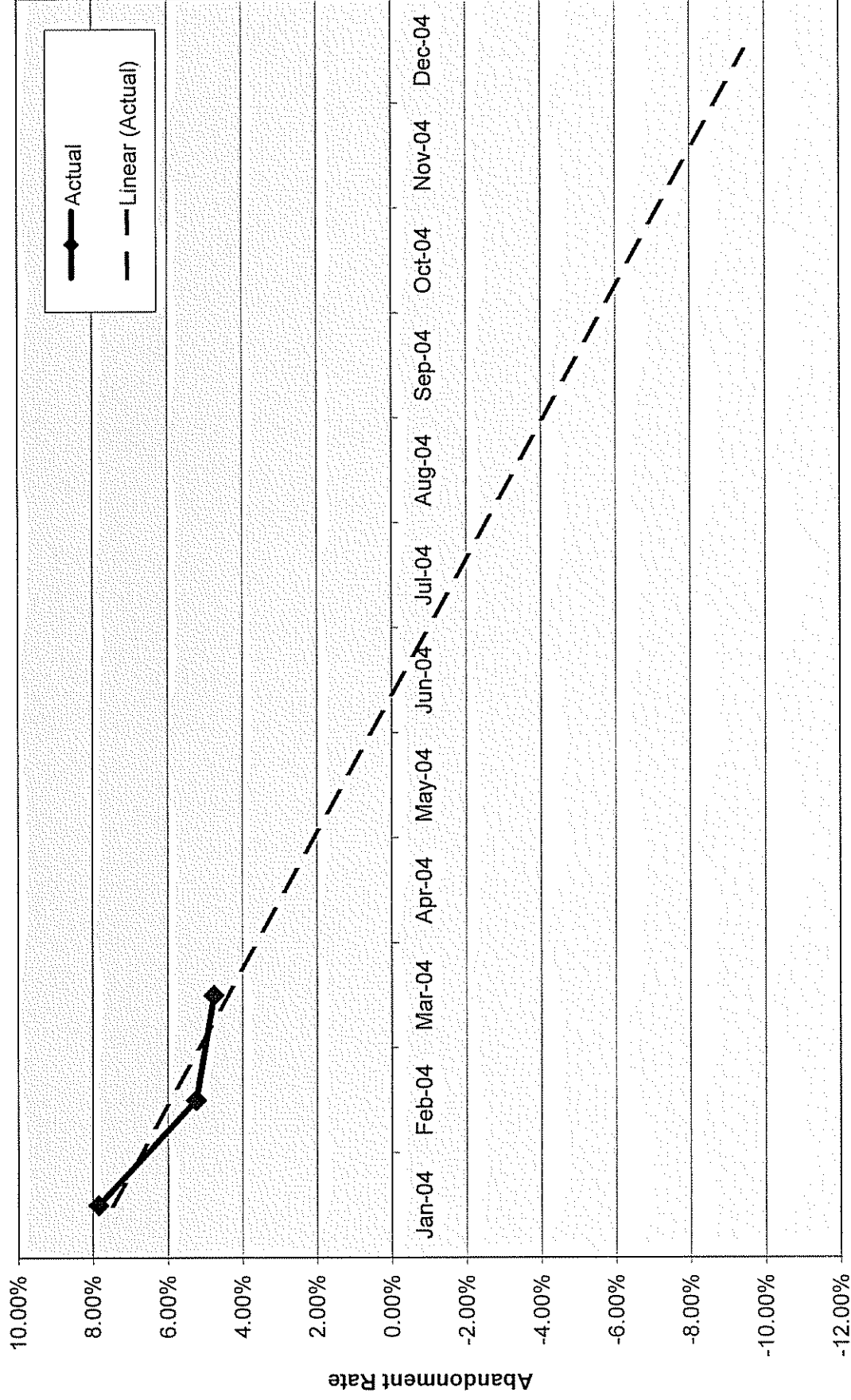
Provider Payment Report

Provider Payment Report														
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
Number of Providers														
Paid Within:														
30 Day's	188	192											380	68%
45 Day's	99	82											181	32%
60 Day's	0	0											0	0%
State Total	287	274	0	0	0	0	0	0	0	0	0	0	561	100%

LogistiCare, Inc. Call Center Statistics

Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-04	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92%
Feb-04	30,628	29,023	1,605	1:32	3:24	1:03	5.24%	95%
Mar-04	33,772	32,152	1,608	1:01	3:34	0:52	4.76%	95%
Apr-04								
May-04								
Jun-04								
Jul-04								
Aug-04								
Sep-04								
Oct-04								
Nov-04								
Dec-04								
Totals	96,665	90,902	5,745	1:26	3:19	1:07	5.94%	94%

**LogistiCare, Inc.
Call Center Abandonment Rate History**



LogistiCare, Inc.
Full-Time Equivalent Customer Service Reps @ Beginning of Hour
March, 2004

Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 PM	10:00 PM	11:00 PM
1	4	4	4	4	4	7	7	2	6	13	19	16
2	2	2	2	2	2	4	4	3	7	12	12	12
3	3	2	2	3	3	3	5	2	4	7	8	9
4	3	2	3	2	2	4	5	2	2	10	10	13
5	3	2	2	3	2	3	4	2	5	8	11	13
6	3	3	3	3	2	3	4	2	4	4	4	5
7	2	2	2	2	2	3	4	2	3	3	3	4
8	3	3	3	2	2	5	7	2	6	12	17	16
9	2	3	3	2	2	4	5	2	4	11	11	10
10	3	3	3	2	2	3	3	2	4	10	11	9
11	3	3	3	3	3	3	4	2	5	11	12	12
12	4	4	4	4	3	5	6	2	5	10	11	12
13	2	2	2	2	3	2	3	2	3	5	6	6
14	2	2	2	2	2	2	3	2	2	3	3	4
15	2	2	2	2	2	2	5	2	9	16	19	17
16	2	2	2	2	2	2	4	2	5	10	10	11
17	3	3	3	2	3	3	5	2	4	9	10	10
18	2	2	2	2	2	2	4	2	3	9	11	11
19	2	2	2	2	2	2	3	2	2	8	8	10
20	3	3	3	2	3	3	6	4	5	6	7	5
21	2	2	2	2	2	2	4	3	3	4	4	4
22	2	2	2	2	2	2	5	2	7	16	16	17
23	2	3	2	2	2	2	3	2	4	9	12	12
24	2	2	2	2	2	2	3	4	6	10	10	11
25	3	3	3	2	3	3	4	2	4	12	11	10
26	4	4	4	3	4	4	5	2	7	15	17	18
27	2	2	2	2	2	2	4	7	9	12	13	13
28	2	2	2	2	2	2	2	3	3	5	5	6
29	2	2	2	2	2	2	6	3	12	19	25	24
30	2	2	2	2	2	2	3	2	5	12	19	20
31	2	2	2	2	2	2	4	2	4	13	18	17

LogistiCare, Inc.

Reservations Net Cancellations By Region, By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	Pctg
Region 1														
A	18,236	17,979	21,253										58,468	86.2%
S	1,184	994	1,316										3,494	5.1%
W	1,953	1,796	2,134										5,883	8.7%
VS	0	0	0										0	0.0%
Regional Subtotal	21,873	20,769	25,203	0	0	0	0	0	0	0	0	0	67,845	9.1%
Region 2														
A	28,045	29,359	35,941										93,345	80.6%
S	998	984	1,208										3,190	2.8%
W	5,795	6,073	7,441										19,309	16.7%
VS	0	0	29										0	0.0%
Regional Subtotal	34,838	36,416	44,619	0	0	0	0	0	0	0	0	0	115,844	15.6%
Region 3														
A	42,596	43,763	51,237										137,596	79.0%
S	946	895	924										2,765	1.6%
W	10,776	10,843	12,262										33,881	19.4%
VS	0	0	0										0	0.0%
Regional Subtotal	54,316	55,501	64,423	0	0	0	0	0	0	0	0	0	174,242	23.3%
Region 4														
A	47,030	45,110	53,057										145,197	78.0%
S	1,926	1,593	1,359										4,878	2.6%
W	11,629	11,140	12,731										35,500	19.1%
VS	0	146	342										488	0.3%
Regional Subtotal	60,585	57,989	67,489	0	0	0	0	0	0	0	0	0	186,063	24.8%
Region 5														
A	14,251	14,354	17,951										46,556	79.5%
S	610	603	678										1,891	3.2%
W	3,208	3,197	3,765										10,130	17.3%
VS	0	0	0										0	0.0%
Regional Subtotal	18,069	18,114	22,404	0	0	0	0	0	0	0	0	0	56,587	7.8%
Region 6														
A	5,816	5,801	7,273										18,890	75.2%
S	347	260	322										929	3.7%
W	1,671	1,520	1,789										4,979	20.1%
VS	0	0	4										4	0.0%
Regional Subtotal	7,834	7,581	9,387	0	0	0	0	0	0	0	0	0	24,802	3.3%
Region 7														
A	25,555	26,167	30,076										81,798	81.2%
S	375	366	432										1,173	1.2%
W	5,681	5,509	6,604										17,794	17.7%
VS	0	0	0										0	0.0%
Regional Subtotal	31,611	32,042	37,112	0	0	0	0	0	0	0	0	0	100,765	13.5%
Other Region														
A	4,941	5,322	6,655										16,928	81.5%
S	254	224	256										734	3.5%
W	983	942	1,156										3,081	14.9%
VS	0	0	1										1	0.0%
Regional Subtotal	6,178	6,488	8,078	0	0	0	0	0	0	0	0	0	20,744	2.8%
Grand Total														
A	186,970	187,855	223,953	0	0	0	0	0	0	0	0	0	588,788	80.0%
S	6,640	5,919	6,495	0	0	0	0	0	0	0	0	0	19,054	2.5%
W	41,696	40,980	47,881	0	0	0	0	0	0	0	0	0	130,557	17.4%
VS	0	0	376	0	0	0	0	0	0	0	0	0	483	0.3%
State Total	235,306	234,960	278,715	0	0	0	0	0	0	0	0	0	748,882	100%
Percent														
A	79.5%	80.0%	80.4%										80.9%	
S	2.8%	2.5%	2.3%										2.5%	
W	17.7%	17.4%	17.2%										17.4%	
VS	0.0%	0.1%	0.1%										0.1%	
State Total	100.0%	100.0%	100.0%										100.0%	
Months:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
% Region Other	2.83%	2.76%	2.80%										2.77%	

LogistiCare, Inc.

Public Transportation and Gas Reimbursement

Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430	16,373	19,595										51,398
Gas Reimbursement	6,210	5,719	6,032										17,961
Grand Total	21,640	22,092	25,627	0	0	0	0	0	0	0	0	0	69,359
Total Trips	235,306	234,900	278,715	0	0	0	0	0	0	0	0	0	748,892
Percent of Total Trips	9.20%	9.40%	9.19%										9.26%
Pharmacy Trips	259	309	434										1,002
Residence to Pharmacy to Residence	6	14	8										28

LogistiCare, Inc.

Complaints By Region and Complaint Type

Complaint Type:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1 Issue w/LogistiCare	6	5	7										18
Provider Late	25	55	55										135
Issue with Driver	0	1	3										4
Provider No Show	8	29	13										50
Issue with Vehicle	0	0	2										2
Rider No Show	0	2	32										34
Provider Issues	2	23	11										36
Facility Issues	0	6	2										8
Recip Incident/Injury	0	0	1										1
Regional Subtotal	41	121	126	0	0	0	0	0	0	0	0	0	288
Region 2 Issue w/LogistiCare	9	11	23										43
Provider Late	57	50	81										188
Issue with Driver	0	0	1										1
Provider No Show	40	34	45										119
Issue with Vehicle	0	0	0										0
Rider No Show	30	44	43										117
Provider Issues	8	10	10										28
Facility Issues	16	27	17										60
Recip Incident/Injury	1	5	5										11
Regional Subtotal	161	181	225	0	0	0	0	0	0	0	0	0	567
Region 3 Issue w/LogistiCare	15	12	10										37
Provider Late	40	23	20										83
Issue with Driver	5	1	0										6
Provider No Show	60	65	65										190
Issue with Vehicle	0	2	0										2
Rider No Show	13	19	23										55
Provider Issues	1	5	1										7
Facility Issues	1	7	3										11
Recip Incident/Injury	4	4	4										12
Regional Subtotal	139	138	126	0	0	0	0	0	0	0	0	0	403
Region 4 Issue w/LogistiCare	21	8	5										34
Provider Late	227	149	206										582
Issue with Driver	4	0	1										5
Provider No Show	79	53	58										190
Issue with Vehicle	0	0	3										3
Rider No Show	18	9	14										41
Provider Issues	14	6	13										33
Facility Issues	1	2	1										4
Recip Incident/Injury	1	3	4										8
Regional Subtotal	365	230	305	0	0	0	0	0	0	0	0	0	900
Region 5 Issue w/LogistiCare	4	6	8										18
Provider Late	13	5	24										42
Issue with Driver	0	0	5										5
Provider No Show	11	8	16										35
Issue with Vehicle	0	0	0										0
Rider No Show	7	2	4										13
Provider Issues	1	10	14										25
Facility Issues	5	1	17										23
Recip Incident/Injury	0	0	0										0
Regional Subtotal	41	32	88	0	0	0	0	0	0	0	0	0	161
Region 6 Issue w/LogistiCare	6	10	8										24
Provider Late	5	7	10										22
Issue with Driver	0	0	0										0
Provider No Show	3	12	4										19
Issue with Vehicle	0	0	0										0
Rider No Show	7	3	4										14
Provider Issues	2	9	1										12
Facility Issues	0	0	4										4
Recip Incident/Injury	0	0	0										0
Regional Subtotal	23	41	31	0	0	0	0	0	0	0	0	0	95
Region 7 Issue w/LogistiCare	12	15	4										31
Provider Late	39	53	26										118
Issue with Driver	1	2	0										3
Provider No Show	25	16	15										56
Issue with Vehicle	1	0	0										1
Rider No Show	13	9	6										28
Provider Issues	1	2	80										83
Facility Issues	1	5	6										12
Recip Incident/Injury	0	0	0										0
Regional Subtotal	93	102	137	0	0	0	0	0	0	0	0	0	332
Grand Total Issue w/LogistiCare	73	67	65										205
Provider Late	406	342	422										1,170
Issue with Driver	10	4	10										24
Provider No Show	226	217	216										659
Issue with Vehicle	1	2	5										8
Rider No Show	88	88	126										302
Provider Issues	29	65	130										224
Facility Issues	24	48	50										122
Recip Incident/Injury	6	12	14										32
State Total	863	845	1,038	0	0	0	0	0	0	0	0	0	2,746
% of reservations not cancellations complaint-free	-99.67%	-99.64%	-99.60%										-99.91%
Percent Issue w/LogistiCare	8.46%	7.93%	6.26%										7.47%
Provider Late	47.05%	40.47%	40.66%										42.61%
Issue with Driver	1.16%	0.47%	0.96%										0.87%
Provider No Show	26.19%	25.68%	20.81%										24.00%
Issue with Vehicle	0.12%	0.24%	0.48%										0.29%
Rider No Show	10.20%	10.41%	12.14%										11.00%
Provider Issues	3.36%	7.69%	12.52%										6.16%
Facility Issues	2.78%	5.68%	4.82%										4.44%
Recip Incident/Injury	0.70%	1.42%	1.35%										1.17%
State Total	100.00%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%

LogistiCare, Inc.

Mileage By Region and Level of Service for Reservations Net Cancellations

Month:		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
Region 1	A	243,053	227,093	274,881										745,027	12%
	W	27,084	24,303	27,761										79,148	
	S	18,239	12,488	20,529										51,256	
	VS	0	0	0										0	
	Regional Subtotal	288,376	263,884	323,171	0	0	0	0	0	0	0	0	0	875,431	
Region 2	A	276,885	266,261	330,340										873,486	15%
	W	55,036	58,555	69,329										182,920	
	S	8,203	9,248	10,475										27,926	
	VS	0	0	216										216	
	Regional Subtotal	340,124	334,064	410,360	0	0	0	0	0	0	0	0	0	1,084,548	
Region 3	A	433,235	424,811	505,030										1,363,076	24%
	W	99,329	97,581	112,214										309,124	
	S	11,514	10,019	12,901										34,434	
	VS	0	0	0										0	
	Regional Subtotal	544,078	532,411	630,145	0	0	0	0	0	0	0	0	0	1,706,634	
Region 4	A	394,571	378,719	436,050										1,209,340	21%
	W	80,894	76,310	86,983										244,187	
	S	13,045	8,892	8,459										30,396	
	VS	0	465	1,283										1,748	
	Regional Subtotal	488,510	464,386	532,775	0	0	0	0	0	0	0	0	0	1,485,671	
Region 5	A	175,366	179,126	224,896										579,388	10%
	W	36,263	33,868	41,008										111,139	
	S	11,932	10,479	14,772										37,183	
	VS	0	0	0										0	
	Regional Subtotal	223,561	223,473	280,676	0	0	0	0	0	0	0	0	0	727,710	
Region 6	A	60,735	59,896	74,845										195,476	4%
	W	17,736	15,621	19,396										51,753	
	S	2,636	2,421	2,577										7,634	
	VS	0	0	0										0	
	Regional Subtotal	81,107	77,938	96,818	0	0	0	0	0	0	0	0	0	264,863	
Region 7	A	207,404	215,579	245,690										668,673	11%
	W	39,319	37,830	45,039										122,188	
	S	1,967	1,725	2,196										6,888	
	VS	0	0	0										0	
	Regional Subtotal	248,690	255,134	292,925	0	0	0	0	0	0	0	0	0	796,749	
Region Other	A	64,350	63,355	69,832										197,537	3.28%
	W	9,233	8,659	9,946										27,838	
	S	3,440	2,825	3,290										9,555	
	VS	0	0	5										5	
	Regional Subtotal	77,023	74,839	83,073	0	0	0	0	0	0	0	0	0	234,935	
Grand Total	A	1,855,599	1,814,840	2,161,564										5,832,003	100%
	W	364,894	352,727	410,676										1,128,297	
	S	70,976	68,097	75,199										204,272	
	VS	0	465	1,504										1,969	
	State Total	2,291,469	2,226,129	2,648,943	0	0	0	0	0	0	0	0	0	7,166,541	
Percent	A	80.98%	81.52%	81.60%										81.38%	
	W	15.92%	15.84%	15.50%										15.74%	
	S	3.10%	2.61%	2.84%										2.85%	
	VS	0.00%	0.02%	0.06%										0.03%	
	State Total	100%	100%	100%										100%	
Mile/Trip Avg	A	9.92	9.66	9.65										9.74	
	W	8.75	8.61	8.58										8.64	
	S	10.69	9.82	11.58										10.72	
	VS	0.00	0.01	0.03										0.02	
	State Total	9.74	9.48	9.50										9.57	

LogistiCare, Inc. Unduplicated Riders By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
VA Medicaid														
A	12,463	12,535	13,058										38,056	68.92%
S	2,319	2,088	2,162										6,569	11.90%
W	3,421	3,445	3,699										10,565	19.13%
VS	0	0	29										29	0.05%
State Total	18,203	18,068	18,948	0	0	0	0	0	0	0	0	0	55,219	100%
Percent														
A	68%	69%	69%											69%
S	13%	12%	11%											12%
W	19%	19%	20%											19%
VS	0%	0%	0%											0%
State Total	100%	100%	100%											100%
Eligibles	265,928	258,731	263,549										788,208	
Total Trips	235,306	234,900	278,715										748,921	
Total Transportation U/P	88%	91%	106%										95%	
Average Number of Trips for:														
Weekday	10,891	11,438	11,703										11,344	
Weekend	2,099	1,890	1,938										1,976	

LogistiCare, Inc.

Denied Trip Request By Month and Region

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Has access to vehicle	0	12	34										46
	Non-covered service	21	40	45										106
	Lacks 2 days' notice	16	20	21										57
	Needs 9-1-1	0	0	0										0
	Ineligible for Medicaid	10	9	8										27
	Inappropriate Service Level Request	1	2	0										3
	Refused Closest Provider	31	32	59										122
	Regional Subtotal	79	115	167	0	0	0	0	0	0	0	0	0	351
Region 2	Has access to vehicle	0	11	37										48
	Non-covered service	31	41	38										110
	Lacks 2 days' notice	26	38	37										101
	Needs 9-1-1	0	0	1										1
	Ineligible for Medicaid	26	22	23										71
	Inappropriate Service Level Request	0	1	6										7
	Refused Closest Provider	22	33	43										98
	Regional Subtotal	105	146	185	0	0	0	0	0	0	0	0	0	436
Region 3	Has access to vehicle	0	10	23										33
	Non-covered service	27	41	41										109
	Lacks 2 days' notice	17	36	33										86
	Needs 9-1-1	0	0	1										1
	Ineligible for Medicaid	27	52	43										122
	Inappropriate Service Level Request	0	3	4										7
	Refused Closest Provider	12	19	7										38
	Regional Subtotal	83	161	152	0	0	0	0	0	0	0	0	0	396
Region 4	Has access to vehicle	0	10	18										28
	Non-covered service	40	61	45										146
	Lacks 2 days' notice	27	20	29										76
	Needs 9-1-1	0	0	0										0
	Ineligible for Medicaid	50	33	28										111
	Inappropriate Service Level Request	0	1	1										2
	Refused Closest Provider	5	12	11										28
	Regional Subtotal	122	137	132	0	0	0	0	0	0	0	0	0	391
Region 5	Has access to vehicle	0	1	4										5
	Non-covered service	6	10	18										34
	Lacks 2 days' notice	2	8	4										14
	Needs 9-1-1	0	0	1										1
	Ineligible for Medicaid	7	11	9										27
	Inappropriate Service Level Request	2	1	0										3
	Refused Closest Provider	5	4	3										12
	Regional Subtotal	22	35	39	0	0	0	0	0	0	0	0	0	96
Region 6	Has access to vehicle	0	1	6										7
	Non-covered service	4	10	12										26
	Lacks 2 days' notice	5	4	1										10
	Needs 9-1-1	0	0	0										0
	Ineligible for Medicaid	5	7	3										15
	Inappropriate Service Level Request	0	0	3										3
	Refused Closest Provider	4	2	1										7
	Regional Subtotal	15	24	26	0	0	0	0	0	0	0	0	0	68
Region 7	Has access to vehicle	0	3	5										8
	Non-covered service	20	31	24										75
	Lacks 2 days' notice	11	27	16										54
	Needs 9-1-1	0	0	0										0
	Ineligible for Medicaid	13	26	22										61
	Inappropriate Service Level Request	1	4	4										9
	Refused Closest Provider	3	4	1										8
	Regional Subtotal	48	95	72	0	0	0	0	0	0	0	0	0	215
Grand Total	Has access to vehicle	0	48	127										175
	Non-covered service	149	234	223										606
	Lacks 2 days' notice	104	153	141										398
	Needs 9-1-1	0	0	3										3
	Ineligible for Medicaid	138	160	136										434
	Inappropriate Service Level Request	4	12	18										34
	Refused Closest Provider	82	106	125										313
	State Total	477	713	773	0	0	0	0	0	0	0	0	0	1,963

LogistiCare, Inc.

Virginia Network Provider Adds and Deletes

Month	Additions	Total Adds	Deletions	Total Deletes
-------	-----------	---------------	-----------	------------------

Jan-04

Monthly Total		1		6
---------------	--	---	--	---

Feb-04

Monthly Total		3		1
---------------	--	---	--	---

Mar-04

Monthly Total		2		3
---------------	--	---	--	---

YTD Total		6		10
-----------	--	---	--	----

LogistiCare, Inc.

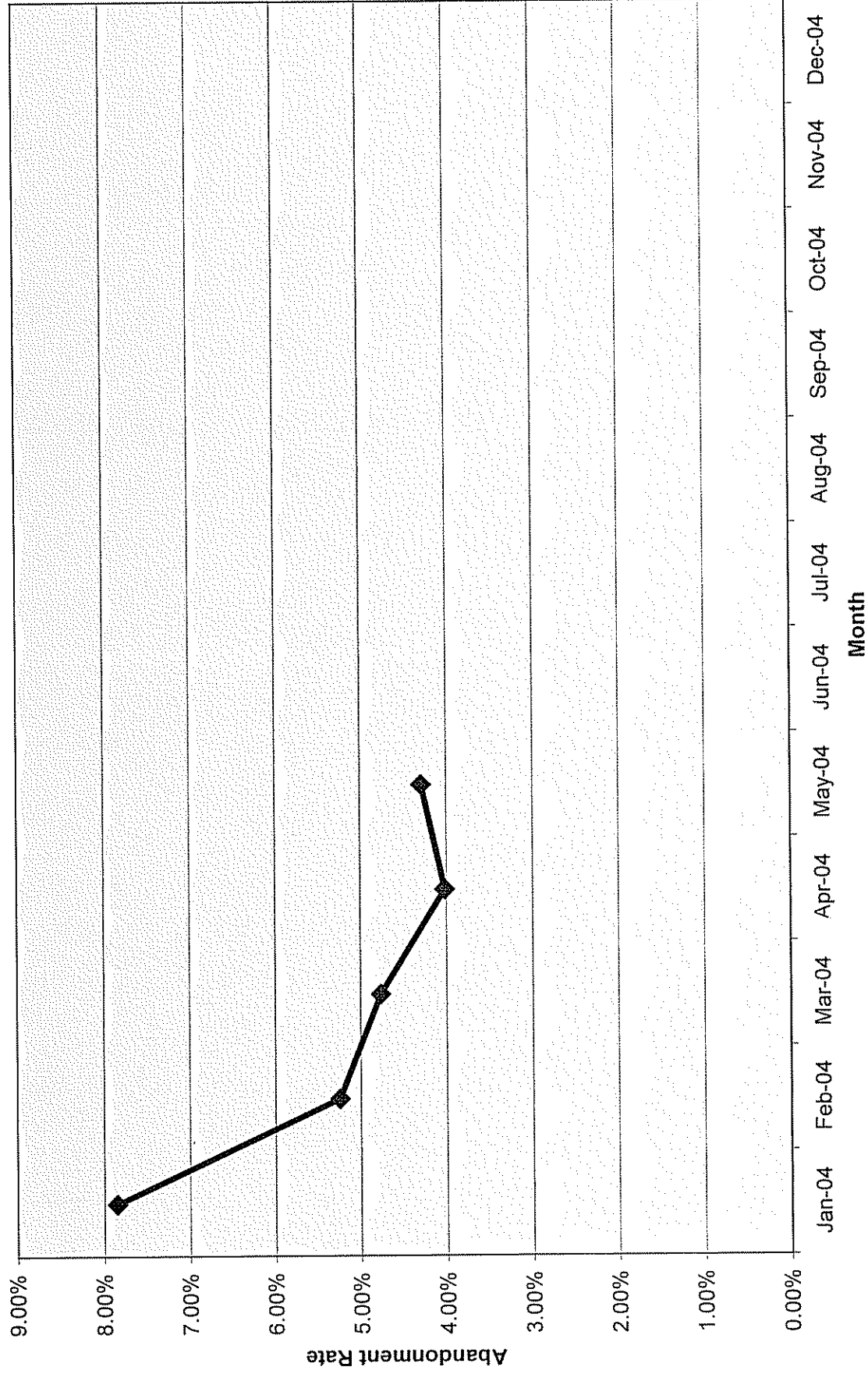
Provider Payment Report

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
Number of Providers															
Paid Within:	30 Days	188	192	119										499	49%
	45 Days	99	82	347										528	51%
	60 Days	0	0	0										0	0%
State Total		287	274	466	0	0	0	0	0	0	0	0	0	1,027	100%

LogistiCare, Inc. Call Center Statistics

Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-04	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92%
Feb-04	30,628	29,023	1,605	1:32	3:24	1:03	5.24%	95%
Mar-04	33,772	32,152	1,608	1:01	3:34	0:52	4.76%	95%
Apr-04	33,917	32,554	1,361	0:56	3:18	0:42	4.01%	96%
May-04	31,124	29,782	1,333	0:51	3:07	0:47	4.28%	96%
Jun-04								
Jul-04								
Aug-04								
Sep-04								
Oct-04								
Nov-04								
Dec-04								
Totals	161,706	153,238	8,439	1:13	3:16	0:58	5.22%	95%

**LogistiCare, Inc.
Call Center Abandonment Rate History**



LogistiCare, Inc. Full-Time Equivalent Customer Service Reps @ Beginning of Hour May, 2004

Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
1	3	3	3	3	3	3	4	4	4	5	7	7
2	2	2	2	2	2	2	3	2	2	2	4	4
3	2	2	2	2	2	2	5	11	14	18	20	19
4	2	2	2	2	2	2	3	5	9	15	16	16
5	3	2	2	2	2	2	3	3	7	12	13	11
6	3	2	2	2	2	2	4	4	7	12	11	11
7	2	2	2	2	2	2	3	5	8	9	9	11
8	2	2	2	2	2	2	4	3	2	4	5	3
9	3	3	3	3	3	3	4	3	3	4	3	4
10	3	3	3	3	3	3	6	10	10	13	15	15
11	2	2	2	2	2	2	4	4	7	13	14	13
12	2	2	2	2	2	2	3	4	7	10	10	11
13	2	2	2	2	2	2	3	4	6	11	12	11
14	2	2	2	2	2	2	3	2	6	11	9	10
15	2	2	2	2	2	2	2	2	2	4	4	4
16	2	2	2	2	2	2	2	2	2	2	2	2
17	2	2	2	2	2	2	4	6	9	13	16	15
18	3	3	3	3	3	3	4	4	7	10	12	12
19	3	3	3	3	3	3	3	4	6	10	11	9
20	3	3	3	3	3	3	2	3	5	9	9	11
21	2	2	2	2	2	2	2	2	6	12	12	12
22	2	2	2	2	2	2	2	2	2	3	3	3
23	2	2	2	2	2	2	2	2	2	2	2	2
24	2	2	2	2	2	2	4	7	10	13	16	16
25	3	3	3	3	3	3	4	4	7	9	10	10
26	4	4	4	4	4	4	5	3	6	6	7	8
27	3	3	3	3	3	3	5	2	2	5	5	5
28	2	2	2	2	2	2	3	2	3	5	6	6
29	2	2	2	2	2	2	3	2	2	2	3	3
30	2	2	2	2	2	2	3	2	2	2	2	2
31	2	2	2	2	2	2	4	4	6	9	8	6

LogistiCare, Inc.

Reservations Net Cancellations By Region, By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	Pctg
Region 1														
A	18,361	17,979	21,753	19,914	18,959								97,341	86.0%
S	1,184	994	1,316	1,150	1,213								5,857	5.2%
W	1,953	1,796	2,134	2,106	2,001								9,980	8.8%
VS	0	0	0	0	23								23	0.0%
Regional Subtotal	21,873	20,769	25,203	23,170	22,196								113,211	9.0%
Region 2														
A	28,045	29,359	35,941	33,597	32,468								159,410	80.7%
S	998	984	1,208	1,049	1,019								5,258	2.7%
W	5,795	6,073	7,441	6,863	6,499								32,691	16.6%
VS	0	0	29	81	65								175	0.09%
Regional Subtotal	34,838	36,416	44,619	41,610	40,051								197,534	16.7%
Region 3														
A	42,595	43,763	51,237	49,084	46,796								233,476	79.2%
S	945	895	924	886	747								4,398	1.5%
W	10,776	10,843	12,262	11,629	11,000								56,510	18.2%
VS	0	0	0	120	132								252	0.1%
Regional Subtotal	54,318	55,501	64,423	61,719	58,675								294,636	23.4%
Region 4														
A	47,030	45,110	53,057	50,944	47,948								244,089	78.2%
S	1,926	1,593	1,359	1,373	1,388								7,639	2.4%
W	11,629	11,140	12,731	12,185	11,648								59,333	19.0%
VS	0	148	342	315	271								1,074	0.3%
Regional Subtotal	60,585	57,989	67,489	64,817	61,255								312,135	24.7%
Region 5														
A	14,251	14,354	17,981	16,976	16,421								79,963	79.6%
S	610	603	678	557	491								2,939	2.9%
W	3,208	3,157	3,765	3,711	3,626								17,467	17.4%
VS	0	0	0	18	104								122	0.1%
Regional Subtotal	18,069	18,114	22,404	21,262	20,642								100,491	8.0%
Region 6														
A	5,816	5,801	7,273	6,948	6,749								32,587	76.4%
S	347	260	322	317	278								1,524	3.6%
W	1,671	1,520	1,788	1,727	1,809								8,515	20.0%
VS	0	0	4	25	18								47	0.1%
Regional Subtotal	7,834	7,581	9,387	9,017	8,854								42,673	3.4%
Region 7														
A	25,555	26,167	30,076	26,918	25,598								134,314	80.9%
S	375	366	432	434	425								2,032	1.2%
W	5,681	5,509	6,604	6,069	5,855								29,718	17.9%
VS	0	0	0	0	0								0	0.0%
Regional Subtotal	31,611	32,042	37,112	33,421	31,878								166,064	13.2%
Other Region														
A	4,941	5,322	6,665	5,926	5,469								28,323	81.1%
S	254	224	256	246	248								1,228	3.5%
W	983	942	1,156	1,181	1,086								5,348	16.3%
VS	0	0	1	6	2								9	0.0%
Regional Subtotal	6,178	6,488	8,078	7,359	6,805								34,908	2.8%
Grand Total														
A	186,970	187,865	223,963	210,307	200,408								1,009,503	80.0%
S	6,640	5,919	6,012	5,809	5,809								30,875	2.4%
W	41,696	40,980	47,881	45,491	43,624								219,572	17.4%
VS	0	148	378	565	615								1,702	0.8%
State Total	235,306	234,900	278,715	262,375	250,356								1,261,652	101%
Percent														
A	79.5%	80.6%	80.4%	80.2%	80.0%								80.5%	
S	2.8%	2.5%	2.3%	2.3%	2.3%								2.4%	
W	17.7%	17.4%	17.2%	17.3%	17.4%								17.4%	
VS	0.0%	0.1%	0.1%	0.2%	0.2%								0.1%	
State Total	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%	
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
% Region Other	2.83%	2.76%	2.90%	2.80%	2.72%								2.77%	

LogistiCare, Inc.

Public Transportation and Gas Reimbursement

Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430	16,373	19,595	18,551	17,419								87,368
Gas Reimbursement	6,210	5,719	6,032	6,181	6,472								30,614
Grand Total	21,640	22,092	25,627	24,732	23,891								117,982
Total Trips	235,306	234,900	278,715	262,375	250,356								1,261,652
Percent of Total Trips	9.20%	9.40%	9.19%	9.43%	9.54%								9.35%
Pharmacy Trips	259	309	434	370	345								1,717
Residence to Pharmacy to Residence	6	14	8	34	42								104

LogistiCare, Inc.

Complaints By Region and Complaint Type

Complaint Type	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1													
Issue w/LogistiCare	6	5	7	8	6								32
Provider Late	25	55	55	43	26								204
Issue with Driver	0	1	3	2	0								6
Provider No Show	8	29	13	26	16								92
Issue with Vehicle	0	0	2	0	2								4
Rider No Show	0	2	32	25	8								67
Provider Issues	2	23	11	11	9								56
Facility Issues	0	6	2	1	0								9
Recip Incident/Injury	0	0	1	0	0								1
Regional Subtotal	41	121	126	116	67								471
Region 2													
Issue w/LogistiCare	9	11	23	17	28								88
Provider Late	57	50	81	76	86								350
Issue with Driver	0	0	1	10	5								16
Provider No Show	40	34	45	64	49								232
Issue with Vehicle	0	0	0	0	0								0
Rider No Show	30	44	43	56	62								235
Provider Issues	8	10	10	3	19								50
Facility Issues	16	27	17	25	21								106
Recip Incident/Injury	1	5	5	1	4								16
Regional Subtotal	161	181	225	252	274								1,093
Region 3													
Issue w/LogistiCare	15	12	10	6	7								50
Provider Late	40	23	20	47	33								163
Issue with Driver	5	1	0	0	0								6
Provider No Show	60	65	65	66	47								303
Issue with Vehicle	0	2	0	0	0								2
Rider No Show	13	19	23	48	29								132
Provider Issues	1	5	1	3	2								12
Facility Issues	1	7	3	3	4								18
Recip Incident/Injury	4	4	4	3	5								20
Regional Subtotal	139	138	126	176	127								706
Region 4													
Issue w/LogistiCare	21	8	5	9	6								49
Provider Late	227	149	206	258	207								1,047
Issue with Driver	4	0	1	0	0								5
Provider No Show	79	53	58	69	90								349
Issue with Vehicle	0	0	3	3	3								9
Rider No Show	18	9	14	20	16								77
Provider Issues	14	6	13	11	11								55
Facility Issues	1	2	1	0	1								5
Recip Incident/Injury	1	3	4	1	0								9
Regional Subtotal	365	230	305	371	334								1,605
Region 5													
Issue w/LogistiCare	4	6	8	5	3								26
Provider Late	13	5	24	22	17								81
Issue with Driver	0	0	5	0	0								5
Provider No Show	11	8	16	17	9								61
Issue with Vehicle	0	0	0	0	0								0
Rider No Show	7	2	4	4	3								20
Provider Issues	1	10	14	8	7								40
Facility Issues	5	1	17	7	5								35
Recip Incident/Injury	0	0	0	0	1								1
Regional Subtotal	41	32	88	63	45								269
Region 6													
Issue w/LogistiCare	6	10	8	2	0								26
Provider Late	5	7	10	6	3								31
Issue with Driver	0	0	0	0	1								1
Provider No Show	3	12	4	6	8								33
Issue with Vehicle	0	0	0	0	0								0
Rider No Show	7	3	4	1	3								18
Provider Issues	2	9	1	2	1								15
Facility Issues	0	0	4	1	0								5
Recip Incident/Injury	0	0	0	0	0								0
Regional Subtotal	23	41	31	18	16								129
Region 7													
Issue w/LogistiCare	12	15	4	2	2								35
Provider Late	39	53	59	61	75								287
Issue with Driver	1	2	0	0	0								3
Provider No Show	25	16	21	14	8								84
Issue with Vehicle	1	0	0	0	0								1
Rider No Show	13	9	13	15	17								67
Provider Issues	1	2	6	1	0								10
Facility Issues	1	5	0	0	0								6
Recip Incident/Injury	0	0	2	2	1								5
Regional Subtotal	93	102	105	95	103								498
Grand Total													
Issue w/LogistiCare	73	87	65	49	52								306
Provider Late	406	342	455	513	447								2,163
Issue with Driver	10	4	10	12	6								42
Provider No Show	226	217	222	262	227								1,154
Issue with Vehicle	1	2	5	3	5								16
Rider No Show	88	88	133	169	138								616
Provider Issues	29	65	56	39	49								238
Facility Issues	24	48	44	37	31								184
Recip Incident/Injury	6	12	16	7	11								52
State Total	863	845	1,006	1,091	966								4,771
% of reservations not cancellations complaint-free	-99.63%	-99.64%	-99.64%	-99.58%	-99.61%								-99.04%
Percent													
Issue w/LogistiCare	8.46%	7.93%	6.46%	4.49%	5.38%								6.41%
Provider Late	47.05%	40.47%	45.23%	47.02%	46.27%								45.34%
Issue with Driver	1.16%	0.47%	0.99%	1.10%	0.62%								0.88%
Provider No Show	26.19%	25.68%	22.07%	24.01%	23.50%								24.19%
Issue with Vehicle	0.12%	0.24%	0.50%	0.27%	0.52%								0.34%
Rider No Show	10.20%	10.41%	13.22%	15.49%	14.29%								12.91%
Provider Issues	3.36%	7.69%	5.57%	3.57%	5.07%								4.99%
Facility Issues	2.78%	5.68%	4.37%	3.39%	3.21%								3.86%
Recip Incident/Injury	0.70%	1.42%	1.59%	0.64%	1.14%								1.09%
State Total	100.00%	100%	100%	100%	100%								100%

LogistiCare, Inc.

Mileage By Region and Level of Service for Reservations Net Cancellations

Month:		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
Region 1	A	243,053	227,093	274,881	245,754	238,656								1,229,437	12%
	W	27,084	24,303	27,761	28,916	27,009								135,073	
	S	18,239	12,488	20,529	18,737	18,189								88,182	
	VS	0	0	0	0	232								232	
	Regional Subtotal	288,376	263,884	323,171	293,407	284,086								1,452,924	
Region 2	A	276,885	266,261	330,340	307,873	293,635								1,474,994	15%
	W	55,036	58,555	69,329	62,027	58,260								303,207	
	S	8,203	9,248	10,475	7,429	8,476								43,831	
	VS	0	0	216	391	415								1,022	
	Regional Subtotal	340,124	334,064	410,360	377,720	360,786								1,823,054	
Region 3	A	433,235	424,811	505,030	484,943	461,869								2,309,888	24%
	W	99,329	97,581	112,214	106,828	101,600								517,552	
	S	11,514	10,019	12,901	11,087	8,524								54,045	
	VS	0	0	0	1,056	1,453								2,509	
	Regional Subtotal	544,078	532,411	630,145	603,914	573,446								2,883,994	
Region 4	A	394,571	378,719	435,050	419,007	391,968								2,020,315	21%
	W	80,894	76,310	86,983	87,656	82,471								414,314	
	S	13,045	8,892	8,459	8,889	9,358								48,643	
	VS	0	465	1,283	1,140	1,240								4,128	
	Regional Subtotal	488,510	464,386	532,775	516,692	485,037								2,487,400	
Region 5	A	175,366	179,126	224,896	202,715	200,592								982,695	10%
	W	36,263	33,868	41,008	39,761	39,394								190,294	
	S	11,932	10,479	14,772	11,404	10,752								59,349	
	VS	0	0	0	211	1,093								1,304	
	Regional Subtotal	223,561	223,473	280,676	254,091	251,841								1,233,642	
Region 6	A	60,735	59,896	74,845	75,947	74,052								346,475	4%
	W	17,736	15,621	18,396	17,042	18,080								86,875	
	S	2,636	2,421	2,577	2,578	3,043								13,255	
	VS	0	0	0	0	0								0	
	Regional Subtotal	81,107	77,938	95,818	95,567	95,175								445,605	
Region 7	A	207,404	215,579	245,690	219,210	204,177								1,092,060	11%
	W	39,319	37,830	45,039	40,934	38,630								201,752	
	S	1,967	1,725	2,196	2,318	2,106								10,312	
	VS	0	0	0	0	0								0	
	Regional Subtotal	248,690	255,134	292,925	262,462	244,913								1,304,124	
Region Other	A	64,350	63,355	69,832	64,254	60,559								322,350	3 22%
	W	9,233	8,659	9,946	10,520	9,774								48,132	
	S	3,440	2,825	3,290	3,592	3,613								16,760	
	VS	0	0	5	47	10								62	
	Regional Subtotal	77,023	74,839	83,073	78,413	73,956								387,304	
Grand Total	A	1,855,699	1,814,840	2,161,564	2,019,703	1,926,508								9,777,214	100%
	W	364,894	352,727	410,676	393,684	375,218								1,897,199	
	S	70,976	58,097	75,199	66,034	64,071								334,377	
	VS	0	465	1,504	2,845	4,443								9,267	
	State Total	2,291,469	2,226,129	2,648,943	2,482,266	2,369,240								12,018,047	
Percent	A	80.98%	81.62%	81.60%	81.37%	81.27%								81.35%	
	W	15.92%	15.84%	15.50%	15.86%	15.84%								15.79%	
	S	3.10%	2.61%	2.84%	2.66%	2.70%								2.78%	
	VS	0.00%	0.02%	0.06%	0.11%	0.19%								0.08%	
	State Total	100%	100%	100%	100%	100%								100%	
Mile/Trip Avg	A	9.92	9.66	9.65	9.60	9.61								9.69	
	W	8.75	8.61	8.68	8.65	8.62								8.64	
	S	10.69	9.82	11.58	10.98	11.03								10.83	
	VS	0.00	3.18	4.00	6.04	7.22								5.44	
	State Total	9.74	9.48	9.50	9.46	9.46								9.53	

LogistiCare, Inc. Unduplicated Riders By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
VA Medicaid	12,463	12,535	13,058	12,566	12,515								63,237	69.08%
A	2,319	2,088	2,162	1,955	1,938								10,462	11.43%
S	3,421	3,445	3,699	3,592	3,541								17,698	19.33%
W	0	0	29	61	53								143	0.16%
VS	18,203	18,068	18,948	18,274	18,047								91,540	100%
State Total														
Percent	68.5%	69.4%	68.9%	69.3%	69.3%								69%	
A	12.7%	11.6%	11.4%	10.7%	10.7%								11%	
S	18.8%	19.1%	19.5%	19.7%	19.6%								19%	
W	0.0%	0.0%	0.2%	0.3%	0.3%								0.16%	
VS	100%	100%	100%	100%	100%								100%	
State Total														
Eligibles	265,928	258,731	263,549	264,417	264,317								1,316,942	
Total Trips	235,306	234,900	276,715	262,375	250,356								1,261,652	
Total Transportation U/P	88%	91%	106%	99%	95%								96%	
Average Number of Trips for:	10,891	11,438	11,703	11,415	11,724								11,434	
Weekday	2,099	1,890	1,938	1,867	1,854								1,930	
Weekend														

LogistiCare, Inc.

Denied Trip Request By Month and Region

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Has access to vehicle	0	12	34	10	11								67
	Non-covered service	21	40	45	36	45								187
	Lacks 2 days' notice	16	20	21	17	20								94
	Needs 9-1-1	0	0	0	0	1								1
	Ineligible for Medicaid	10	9	8	13	13								53
	Inappropriate Service Level Request	1	2	0	2	1								6
	Refused Closest Provider	31	32	59	27	30								179
	Regional Subtotal	79	115	167	105	121								587
Region 2	Has access to vehicle	0	11	37	11	6								65
	Non-covered service	31	41	38	47	34								191
	Lacks 2 days' notice	26	38	37	45	33								179
	Needs 9-1-1	0	0	1	0	0								1
	Ineligible for Medicaid	26	22	23	32	32								135
	Inappropriate Service Level Request	0	1	6	0	2								9
	Refused Closest Provider	22	33	43	31	26								155
	Regional Subtotal	105	146	185	166	133								735
Region 3	Has access to vehicle	0	10	23	8	6								47
	Non-covered service	27	41	41	30	46								165
	Lacks 2 days' notice	17	36	33	37	44								167
	Needs 9-1-1	0	0	1	0	0								1
	Ineligible for Medicaid	27	52	43	31	48								201
	Inappropriate Service Level Request	0	3	4	1	1								9
	Refused Closest Provider	12	19	7	15	16								69
	Regional Subtotal	83	161	152	122	161								679
Region 4	Has access to vehicle	0	10	18	4	3								35
	Non-covered service	40	61	45	51	44								241
	Lacks 2 days' notice	27	20	29	57	41								174
	Needs 9-1-1	0	0	0	0	1								1
	Ineligible for Medicaid	50	33	28	44	59								214
	Inappropriate Service Level Request	0	1	1	1	1								4
	Refused Closest Provider	5	12	11	8	12								48
	Regional Subtotal	122	137	132	165	161								717
Region 5	Has access to vehicle	0	1	4	5	1								11
	Non-covered service	6	10	18	9	5								48
	Lacks 2 days' notice	2	8	4	8	10								32
	Needs 9-1-1	0	0	1	0	0								1
	Ineligible for Medicaid	7	11	9	4	4								35
	Inappropriate Service Level Request	2	1	0	1	0								4
	Refused Closest Provider	5	4	3	1	1								14
	Regional Subtotal	22	35	39	28	21								145
Region 6	Has access to vehicle	0	1	6	8	3								18
	Non-covered service	4	10	12	7	10								43
	Lacks 2 days' notice	5	4	1	6	9								25
	Needs 9-1-1	0	0	0	0	0								0
	Ineligible for Medicaid	5	7	3	4	3								22
	Inappropriate Service Level Request	0	0	3	1	0								4
	Refused Closest Provider	4	2	1	3	7								17
	Regional Subtotal	18	24	26	29	32								129
Region 7	Has access to vehicle	0	3	5	3	0								11
	Non-covered service	20	31	24	21	43								139
	Lacks 2 days' notice	11	27	16	16	18								88
	Needs 9-1-1	0	0	0	0	0								0
	Ineligible for Medicaid	13	26	22	14	26								101
	Inappropriate Service Level Request	1	4	4	2	0								11
	Refused Closest Provider	3	4	1	1	2								11
	Regional Subtotal	48	95	72	57	89								361
Grand Total	Has access to vehicle	0	48	127	49	30								254
	Non-covered service	149	234	223	201	227								1,034
	Lacks 2 days' notice	104	153	141	186	175								759
	Needs 9-1-1	0	0	3	0	2								5
	Ineligible for Medicaid	138	160	136	142	185								761
	Inappropriate Service Level Request	4	12	18	8	5								47
	Refused Closest Provider	82	106	125	86	94								493
	State Total	477	713	773	672	718								3,353

LogistiCare, Inc. Virginia Network Provider Adds and Deletes

Month	Additions	Total Adds	Deletions	Total Deletes
-------	-----------	------------	-----------	---------------

Jan-04

Monthly Total	1	6
---------------	---	---

Feb-04

Monthly Total	3	1
---------------	---	---

Mar-04

Monthly Total	2	3
---------------	---	---

Apr-04

Monthly Total	1	4
---------------	---	---

May-04

Monthly Total	0	4
---------------	---	---

YTD Total	7	18
-----------	---	----

LogistiCare, Inc.

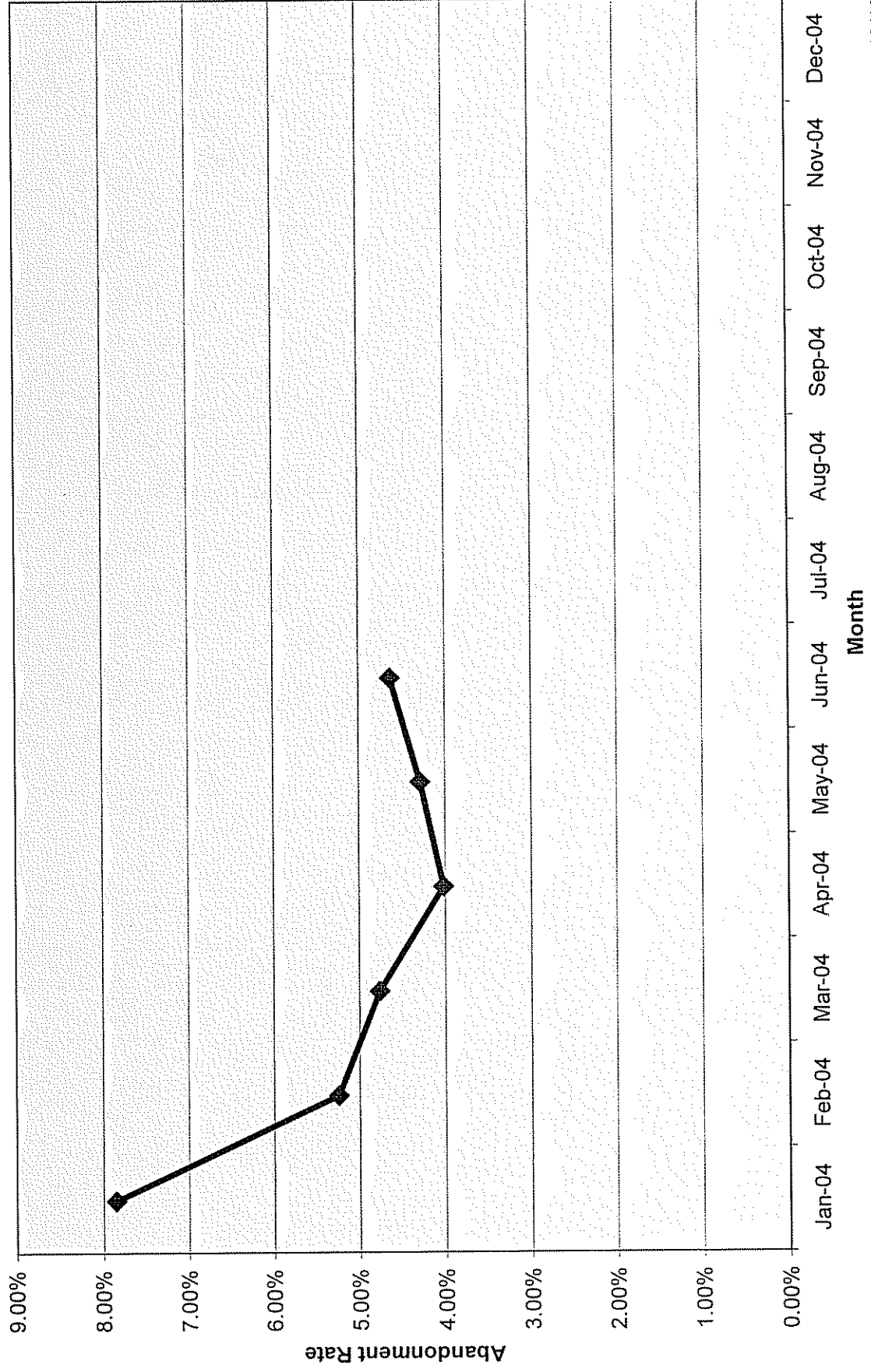
Provider Payment Report

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
Number of Providers															
Paid Within:	30 Days	188	192	119	107	89								695	35%
	45 Days	99	82	347	365	410								1,303	65%
	60 Days	0	0	0	0	0								0	0%
State Total		287	274	466	472	499								1,998	100%

LogistiCare, Inc. Call Center Statistics

Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-04	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92.13%
Feb-04	30,628	29,023	1,605	1:32	3:24	1:03	5.24%	94.76%
Mar-04	33,772	32,152	1,608	1:01	3:34	0:52	4.76%	95.20%
Apr-04	33,917	32,554	1,361	0:56	3:18	0:42	4.01%	95.98%
May-04	31,124	29,782	1,333	0:51	3:07	0:47	4.28%	95.69%
Jun-04	33,116	31,579	1,533	1:04	3:09	0:51	4.63%	95.36%
Jul-04								
Aug-04								
Sep-04								
Oct-04								
Nov-04								
Dec-04								
Totals	194,822	184,817	9,972	1:11	3:15	0:57	5.12%	94.86%

**LogistiCare, Inc.
Call Center Abandonment Rate History**



**LogistiCare, Inc.
Full-Time Equivalent Customer Service Reps @ Beginning of Hour
June, 2004**

Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
1	2	2	2	2	2	2	3	6	10	22	24	22	24	21	19	18	18	13	9	8	5	2	4	3
2	3	3	3	3	3	3	4	4	6	13	15	12	17	13	18	16	16	13	9	10	5	3	3	2
3	2	2	2	2	2	2	4	3	5	12	13	12	147	14	13	14	14	11	9	9	7	4	5	4
4	4	4	4	4	4	4	5	3	6	11	11	11	14	14	14	14	14	9	8	8	6	2	4	2
5	2	2	2	2	2	2	3	3	2	4	4	3	4	5	6	5	4	3	2	2	2	2	4	2
6	2	2	2	2	2	2	4	2	2	2	2	2	2	4	4	4	4	4	2	2	2	2	3	2
7	2	2	2	2	2	2	4	6	9	19	22	19	22	17	21	21	22	18	12	9	6	2	3	2
8	2	2	2	2	2	2	3	4	8	15	17	18	17	17	17	20	18	12	7	8	6	4	3	2
9	2	2	2	2	2	2	4	4	4	11	14	11	18	13	16	15	15	15	9	8	5	2	3	2
10	2	2	2	2	2	2	3	3	4	12	11	12	15	14	16	16	14	11	8	7	5	2	4	2
11	2	2	2	2	2	2	4	2	4	13	14	15	17	14	16	15	15	10	8	8	5	2	3	2
12	2	2	2	2	2	2	3	2	2	3	3	3	3	2	4	4	4	2	2	2	2	2	3	2
13	2	2	2	2	2	2	2	3	2	2	2	2	2	4	3	4	2	3	2	3	3	2	2	2
14	2	2	2	2	2	2	4	7	9	16	18	21	20	18	22	21	21	17	11	10	6	3	3	3
15	2	2	2	2	2	2	5	6	7	15	15	15	17	20	20	20	18	15	12	9	6	4	4	2
16	2	2	2	2	2	2	3	4	6	11	14	13	17	17	18	17	16	13	10	11	6	2	3	2
17	2	2	2	2	2	2	4	3	6	13	14	13	18	17	18	15	16	10	9	9	3	2	2	3
18	3	3	3	3	3	3	5	2	6	9	10	10	11	13	12	12	12	9	8	6	4	2	4	3
19	3	3	3	3	3	3	4	4	4	4	4	2	2	2	2	3	3	2	2	2	2	2	4	2
20	2	2	2	2	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	2
21	2	2	2	2	2	2	3	5	8	15	16	14	20	18	22	22	20	13	10	12	5	3	5	2
22	2	2	2	2	2	2	4	4	7	15	15	15	17	19	19	18	15	10	9	7	5	2	4	2
23	2	2	2	2	2	2	4	3	6	12	14	13	15	12	16	11	13	9	6	6	5	2	5	3
24	3	3	3	3	3	3	5	4	6	11	14	10	12	13	14	12	13	11	6	6	5	2	2	2
25	2	2	2	2	2	2	3	3	6	12	13	11	14	12	12	13	14	11	9	8	8	4	5	2
26	2	2	2	2	2	2	3	2	2	2	2	2	2	4	3	2	2	2	2	2	2	2	3	2
27	2	2	2	2	2	2	2	2	2	2	2	2	3	3	3	3	2	2	2	2	2	2	4	2
28	2	2	2	2	2	2	6	7	10	17	18	17	18	18	18	16	19	13	9	8	7	3	6	3
29	3	3	2	3	3	3	4	5	6	14	16	15	14	16	16	15	17	14	8	6	5	3	5	3
30	3	3	3	3	3	3	6	5	6	13	14	15	15	14	17	15	15	13	8	6	6	2	3	2

LogistiCare, Inc.

Reservations Net Cancellations By Region, By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	Pctg
Region 1														
A	18,736	17,979	21,753	19,914	18,959	20,952							117,393	85.9%
S	1,184	994	1,316	1,150	1,213	1,266							7,123	5.2%
W	1,953	1,796	2,134	2,106	2,001	2,054							12,044	8.8%
VS	0	0	0	0	23	53							76	0.1%
Regional Subtotal	21,873	20,769	25,203	23,170	22,196	23,425							136,636	8.9%
Region 2														
A	28,045	29,359	35,941	33,597	32,468	36,527							195,937	80.9%
S	998	984	1,208	1,049	1,019	1,113							6,371	2.5%
W	5,795	6,073	7,441	5,893	6,498	7,089							39,780	16.4%
VS	0	0	29	81	65	47							222	0.09%
Regional Subtotal	34,838	35,416	44,619	41,501	40,051	44,776							242,310	15.9%
Region 3														
A	42,596	43,763	51,237	49,084	46,796	50,232							283,708	79.3%
S	946	895	924	866	747	794							5,192	1.5%
W	10,776	10,843	12,262	11,629	11,030	11,938							69,448	19.1%
VS	0	0	0	120	132	131							383	0.1%
Regional Subtotal	54,318	55,501	64,423	61,719	58,673	63,095							357,731	23.4%
Region 4														
A	47,030	45,110	53,057	50,944	47,948	50,869							294,958	78.2%
S	1,926	1,593	1,359	1,373	1,388	1,474							9,113	2.4%
W	11,529	11,140	12,731	12,185	11,648	12,469							71,802	19.0%
VS	0	146	342	315	271	281							1,355	0.4%
Regional Subtotal	60,585	57,989	67,489	64,817	61,255	65,093							377,228	24.5%
Region 5														
A	14,251	14,354	17,561	16,976	16,421	17,666							97,626	79.5%
S	619	603	678	557	491	517							3,456	2.8%
W	3,208	3,157	3,765	3,711	3,626	3,834							21,301	17.4%
VS	0	0	0	18	104	108							230	0.2%
Regional Subtotal	18,069	18,114	22,404	21,262	20,642	22,124							122,615	8.0%
Region 6														
A	5,816	5,801	7,273	6,948	6,749	7,231							39,818	76.3%
S	347	260	322	317	278	282							1,806	3.5%
W	1,671	1,520	1,789	1,727	1,809	1,990							10,505	20.1%
VS	0	0	4	25	18	0							47	0.1%
Regional Subtotal	7,834	7,581	9,387	9,017	8,854	9,503							52,176	3.4%
Region 7														
A	25,535	26,167	30,076	26,918	25,598	27,212							161,526	80.9%
S	375	366	432	434	425	388							2,420	1.2%
W	5,681	5,509	6,604	6,059	5,855	6,244							35,962	18.0%
VS	0	0	0	0	0	12							12	0.0%
Regional Subtotal	31,611	32,042	37,112	33,421	31,878	33,856							199,920	13.1%
Other Region														
A	4,941	5,322	6,665	5,926	5,469	5,833							34,156	81.1%
S	254	224	256	246	248	228							1,456	3.5%
W	983	942	1,156	1,181	1,085	1,140							6,488	15.4%
VS	0	0	1	6	2	4							13	0.0%
Regional Subtotal	6,178	6,488	8,078	7,359	6,805	7,205							42,113	2.8%
Grand Total														
A	186,970	187,855	223,963	210,307	200,408	215,621							1,225,124	80.9%
S	6,640	5,919	6,495	6,012	5,609	6,062							36,937	2.4%
W	41,696	40,980	47,881	45,491	43,524	46,756							266,330	17.4%
VS	0	146	376	583	615	636							2,338	0.2%
State Total	235,306	234,901	278,715	262,375	250,356	269,077							1,530,729	100%
Percent														
A	79.5%	80.0%	80.4%	80.2%	80.0%	80.1%							80.0%	
S	2.8%	2.5%	2.3%	2.3%	2.3%	2.3%							2.4%	
W	17.7%	17.4%	17.2%	17.3%	17.4%	17.4%							17.4%	
VS	0.0%	0.1%	0.1%	0.2%	0.2%	0.2%							0.2%	
State Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							100.0%	
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
% Region/Other	2.83%	2.76%	2.90%	2.80%	2.72%	2.86%							2.76%	

LogistiCare, Inc. Public Transportation and Gas Reimbursement

Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430	16,373	19,595	18,551	17,419	18,468							105,836
Gas Reimbursement	6,210	5,719	6,032	6,181	6,472	6,945							37,559
Grand Total	21,640	22,092	25,627	24,732	23,891	25,413							143,395
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077							1,530,729
Percent of Total Trips	9.20%	9.40%	9.19%	9.43%	9.54%	9.44%							9.37%
Pharmacy Trips	259	309	434	370	345	398							2,115
Residence to Pharmacy to Residence	6	14	8	34	42	36							140

LogistiCare, Inc.

Complaints By Region and Complaint Type

	Complaint Type:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Issue w/LogistiCare	6	5	7	8	6	1							33
	Provider Late	25	55	55	43	26	22							226
	Issue with Driver	0	1	3	2	0	2							8
	Provider No Show	8	29	13	26	16	11							103
	Issue with Vehicle	0	0	2	0	2	3							7
	Rider No Show	0	2	32	25	8	3							70
	Provider Issues	2	23	11	11	9	2							58
	Facility Issues	0	6	2	1	0	1							10
	Recp Incident/Injury	0	0	1	0	0	0							1
	Regional Subtotal	41	121	126	116	67	45							516
Region 2	Issue w/LogistiCare	9	11	23	17	28	37							125
	Provider Late	57	50	81	76	86	105							455
	Issue with Driver	0	0	1	10	5	4							20
	Provider No Show	40	34	45	64	49	64							296
	Issue with Vehicle	0	0	0	0	0	1							1
	Rider No Show	30	44	43	56	62	90							325
	Provider Issues	8	10	10	3	19	12							62
	Facility Issues	16	27	17	25	21	35							141
	Recp Incident/Injury	1	5	5	1	4	2							18
	Regional Subtotal	161	181	225	252	274	350							1,443
Region 3	Issue w/LogistiCare	15	12	10	6	7	6							56
	Provider Late	40	23	20	47	33	69							232
	Issue with Driver	5	1	0	0	0	3							9
	Provider No Show	60	65	65	66	47	63							366
	Issue with Vehicle	0	2	0	0	0	0							2
	Rider No Show	13	19	23	48	29	35							167
	Provider Issues	1	5	1	3	2	5							17
	Facility Issues	1	7	3	3	4	7							25
	Recp Incident/Injury	4	4	4	3	5	4							24
	Regional Subtotal	139	138	126	176	127	192							898
Region 4	Issue w/LogistiCare	21	8	5	9	6	6							55
	Provider Late	227	149	206	258	207	97							1,144
	Issue with Driver	4	0	1	0	0	0							5
	Provider No Show	79	53	58	69	90	46							395
	Issue with Vehicle	0	0	3	3	3	0							9
	Rider No Show	18	9	14	20	16	16							93
	Provider Issues	14	6	13	11	11	0							55
	Facility Issues	1	2	1	0	1	0							5
	Recp Incident/Injury	1	3	4	1	0	2							11
	Regional Subtotal	365	230	305	371	334	167							1772
Region 5	Issue w/LogistiCare	4	6	8	5	3	3							29
	Provider Late	13	5	24	22	17	56							137
	Issue with Driver	0	0	5	0	0	0							5
	Provider No Show	11	8	16	17	9	17							78
	Issue with Vehicle	0	0	0	0	0	0							0
	Rider No Show	7	2	4	4	3	9							29
	Provider Issues	1	10	14	8	7	8							48
	Facility Issues	5	1	17	7	5	6							41
	Recp Incident/Injury	0	0	0	0	1	2							3
	Regional Subtotal	41	32	88	63	45	101							370
Region 6	Issue w/LogistiCare	6	10	8	2	0	1							27
	Provider Late	5	7	10	6	3	10							41
	Issue with Driver	0	0	0	0	1	0							1
	Provider No Show	3	12	4	6	8	4							37
	Issue with Vehicle	0	0	0	0	0	0							0
	Rider No Show	7	3	4	1	3	7							25
	Provider Issues	2	9	1	2	1	1							16
	Facility Issues	0	0	4	1	0	2							7
	Recp Incident/Injury	0	0	0	0	0	1							1
	Regional Subtotal	23	41	31	18	16	26							155
Region 7	Issue w/LogistiCare	12	15	4	2	2	0							35
	Provider Late	39	53	59	61	75	71							358
	Issue with Driver	1	2	0	0	0	0							3
	Provider No Show	25	16	21	14	8	3							87
	Issue with Vehicle	1	0	0	0	0	0							1
	Rider No Show	13	9	13	15	17	13							80
	Provider Issues	1	2	6	1	0	0							10
	Facility Issues	1	5	0	0	0	0							6
	Recp Incident/Injury	0	0	2	2	1	0							5
	Regional Subtotal	93	102	105	95	103	87							585
Grand Total	Issue w/LogistiCare	73	67	65	48	52	54							360
	Provider Late	406	342	455	513	447	430							2,593
	Issue with Driver	10	4	10	12	6	9							51
	Provider No Show	226	217	222	262	227	208							1,362
	Issue with Vehicle	1	2	5	3	5	4							20
	Rider No Show	88	88	133	169	138	173							789
	Provider Issues	29	65	56	39	49	28							266
	Facility Issues	24	48	44	37	31	51							235
	Recp Incident/Injury	6	12	16	7	11	11							63
	State Total	863	845	1,006	1,091	966	968							5,739
% of reservations net cancellations complaint-free		-99.63%	-99.64%	-99.64%	-99.58%	-99.61%	-99.64%							-99.80%
Percent	Issue w/LogistiCare	8.46%	7.93%	6.46%	4.49%	5.38%	5.58%							6.27%
	Provider Late	47.05%	40.47%	45.23%	47.02%	46.27%	44.42%							45.18%
	Issue with Driver	1.16%	0.47%	0.99%	1.10%	0.62%	0.93%							0.89%
	Provider No Show	26.19%	25.68%	22.07%	24.01%	23.50%	21.49%							23.73%
	Issue with Vehicle	0.12%	0.24%	0.50%	0.27%	0.52%	0.41%							0.35%
	Rider No Show	10.20%	10.41%	13.22%	15.49%	14.29%	17.87%							13.75%
	Provider Issues	3.36%	7.69%	5.57%	3.57%	5.07%	2.89%							4.63%
	Facility Issues	2.78%	5.68%	4.37%	3.39%	3.21%	5.27%							4.09%
	Recp Incident/Injury	0.70%	1.42%	1.59%	0.64%	1.14%	1.14%							1.10%
	State Total	100.00%	100%	100%	100%	100%	100%							100%

LogistiCare, Inc.

Mileage By Region and Level of Service for Reservations Net Cancellations

Month:		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
Region 1	A	243,053	227,093	274,881	245,754	238,656	246,612							1,476,049	12%
	W	27,084	24,303	27,761	28,916	27,009	28,265							163,338	
	S	18,239	12,468	20,529	18,737	18,189	21,347							109,529	
	VS	0	0	0	0	232	442							674	
	Regional Subtotal	288,376	263,884	323,171	293,407	284,866	296,666							1,749,590	
Region 2	A	276,885	266,261	330,340	307,873	293,635	325,085							1,800,079	15%
	W	55,036	58,555	69,329	62,027	58,260	66,336							369,543	
	S	8,203	9,248	10,475	7,429	8,476	10,104							53,935	
	VS	0	0	216	391	415	428							1,450	
	Regional Subtotal	340,124	334,064	410,360	377,720	360,786	401,963							2,225,007	
Region 3	A	433,235	424,811	505,030	484,943	461,889	503,256							2,813,144	24%
	W	99,329	97,581	112,214	106,828	101,600	112,355							629,907	
	S	11,514	10,019	12,901	11,087	8,524	8,983							63,028	
	VS	0	0	0	1,056	1,453	1,197							3,706	
	Regional Subtotal	544,078	532,411	630,145	603,914	673,446	625,791							3,509,785	
Region 4	A	394,571	378,719	436,050	419,007	391,968	424,104							2,444,419	21%
	W	80,894	76,310	86,983	87,656	82,471	88,372							502,686	
	S	13,045	8,892	8,459	8,889	9,358	9,357							58,000	
	VS	0	465	1,283	1,140	1,240	1,144							5,272	
	Regional Subtotal	488,510	464,386	532,775	516,692	485,037	522,977							3,010,377	
Region 5	A	175,366	179,126	224,896	202,715	200,592	213,444							1,196,139	10%
	W	36,263	33,868	41,008	39,781	39,394	41,453							231,747	
	S	11,932	10,479	14,772	11,404	10,762	11,201							70,560	
	VS	0	0	0	211	1,093	918							2,222	
	Regional Subtotal	223,561	223,473	280,676	254,091	251,841	267,016							1,500,658	
Region 6	A	60,735	59,896	74,845	75,947	74,052	78,168							423,643	4%
	W	17,736	15,621	18,396	17,042	18,080	20,234							107,109	
	S	2,636	2,421	2,577	2,578	3,043	3,181							16,436	
	VS	0	0	0	0	0	0							0	
	Regional Subtotal	81,107	77,938	95,818	95,567	95,175	101,583							547,188	
Region 7	A	207,404	215,579	245,690	219,210	204,177	212,224							1,304,284	11%
	W	39,319	37,830	45,039	40,934	38,630	41,460							243,212	
	S	1,967	1,725	2,196	2,318	2,106	2,083							12,395	
	VS	0	0	0	0	0	36							36	
	Regional Subtotal	248,690	255,134	292,925	262,462	244,913	255,803							1,559,927	
Region Other	A	64,350	63,355	69,832	64,254	60,559	65,900							388,260	3.21%
	W	9,233	8,659	9,946	10,520	9,774	11,556							59,688	
	S	3,440	2,825	3,290	3,592	3,613	3,073							19,833	
	VS	0	0	5	47	10	52							114	
	Regional Subtotal	77,023	74,839	83,073	78,413	73,956	80,581							467,885	
Grand Total	A	1,855,599	1,814,840	2,161,564	2,019,703	1,925,508	2,060,793							11,846,007	100%
	W	364,894	352,727	410,676	393,684	375,218	410,031							2,307,230	
	S	70,976	58,097	75,199	66,034	64,071	69,329							403,706	
	VS	0	465	1,504	2,845	4,443	4,217							13,474	
	State Total	2,291,469	2,226,129	2,648,943	2,482,266	2,369,240	2,562,370							14,570,417	
Percent	A	80.98%	81.52%	81.60%	81.37%	81.27%	81.05%							81.30%	
	W	15.92%	15.84%	15.50%	15.86%	15.84%	16.06%							15.84%	
	S	3.10%	2.61%	2.84%	2.66%	2.70%	2.72%							2.77%	
	VS	0.00%	0.02%	0.06%	0.11%	0.19%	0.17%							0.09%	
	State Total	100%	100%	100%	100%	100%	100%							100%	
Mile/Trip Avg	A	9.92	9.66	9.65	9.50	9.61	9.59							9.67	
	W	8.75	8.61	8.58	8.65	8.62	8.77							8.66	
	S	10.69	9.62	11.58	10.98	11.03	11.44							10.93	
	VS	0.00	3.18	4.00	5.04	7.22	6.63							5.76	
	State Total	9.74	9.48	9.50	9.46	9.46	9.49							9.52	
% Region/Other		3.36%	3.36%	3.14%	3.16%	3.12%	3.16%							3.22%	

LogistiCare, Inc. Unduplicated Riders By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
VA Medicaid														
A	12,463	12,535	13,058	12,666	12,515	12,820							76,057	69.0%
S	2,319	2,088	2,162	1,955	1,938	1,994							12,456	11.3%
W	3,421	3,445	3,699	3,592	3,541	3,730							21,428	19.5%
VS	0	0	29	61	53	65							208	0.2%
State Total	18,203	18,068	18,948	18,274	18,047	18,609							110,149	100.0%
Percent														
A	68.5%	69.4%	68.9%	69.3%	69.3%	68.9%								69%
S	12.7%	11.6%	11.4%	10.7%	10.7%	10.7%								11%
W	18.8%	19.1%	19.5%	19.7%	19.6%	20.0%								19%
VS	0.0%	0.0%	0.2%	0.3%	0.3%	0.3%								0.19%
State Total	100%	100%	100%	100%	100%	100%								100%
Eligibles	265,928	258,731	263,549	264,417	264,317	264,708							1,581,650	
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077							1,530,729	
Total Transportation U/P	88.5%	90.8%	105.8%	99.2%	94.7%	101.7%							96.8%	
Average Number of Trips for:														
Weekday	10,891	11,438	11,703	11,415	11,724	11,743							11,486	
Weekend	2,099	1,890	1,938	1,867	1,854	1,943							1,932	

LogistiCare, Inc.

Denied Trip Request By Month and Region

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Has access to vehicle	0	12	34	10	11	13							80
	Non-covered service	21	40	45	36	45	30							217
	Lacks 2 days' notice	16	20	21	17	20	32							126
	Needs 9-1-1	0	0	0	0	1	0							1
	Ineligible for Medicaid	10	9	8	13	13	14							67
	Inappropriate Service Level Request	1	2	0	2	1	1							7
	Refused Closest Provider	31	32	59	27	30	23							202
Regional Subtotal		79	115	167	105	121	113							700
Region 2	Has access to vehicle	0	11	37	11	6	12							77
	Non-covered service	31	41	38	47	34	40							231
	Lacks 2 days' notice	26	38	37	45	33	39							216
	Needs 9-1-1	0	0	1	9	0	0							1
	Ineligible for Medicaid	26	22	23	32	32	23							158
	Inappropriate Service Level Request	0	1	6	0	2	3							12
	Refused Closest Provider	22	33	43	31	26	31							185
Regional Subtotal		105	146	185	166	133	148							883
Region 3	Has access to vehicle	0	10	23	8	6	7							54
	Non-covered service	27	41	41	30	46	41							226
	Lacks 2 days' notice	17	36	33	37	44	53							220
	Needs 9-1-1	0	0	1	0	0	0							1
	Ineligible for Medicaid	27	52	43	31	48	51							252
	Inappropriate Service Level Request	0	3	4	1	1	3							12
	Refused Closest Provider	12	19	7	15	16	19							88
Regional Subtotal		83	161	152	122	161	174							853
Region 4	Has access to vehicle	0	10	18	4	3	1							36
	Non-covered service	40	61	45	51	44	46							287
	Lacks 2 days' notice	27	20	29	57	41	43							217
	Needs 9-1-1	0	0	0	0	1	0							1
	Ineligible for Medicaid	50	33	28	44	59	37							251
	Inappropriate Service Level Request	0	1	1	1	1	2							6
	Refused Closest Provider	5	12	11	8	12	11							59
Regional Subtotal		122	137	132	165	161	140							857
Region 5	Has access to vehicle	0	1	4	5	1	2							13
	Non-covered service	6	10	18	9	5	12							60
	Lacks 2 days' notice	2	8	4	8	10	9							41
	Needs 9-1-1	0	0	1	0	0	0							1
	Ineligible for Medicaid	7	11	9	4	4	10							45
	Inappropriate Service Level Request	2	1	0	1	0	1							5
	Refused Closest Provider	5	4	3	1	1	3							17
Regional Subtotal		22	35	39	28	21	37							182
Region 6	Has access to vehicle	0	1	6	8	3	1							19
	Non-covered service	4	10	12	7	10	9							52
	Lacks 2 days' notice	5	4	1	6	9	7							32
	Needs 9-1-1	0	0	0	0	0	0							0
	Ineligible for Medicaid	5	7	3	4	3	8							30
	Inappropriate Service Level Request	0	0	3	1	0	0							4
	Refused Closest Provider	4	2	1	3	7	2							19
Regional Subtotal		18	24	26	29	32	27							156
Region 7	Has access to vehicle	0	3	5	3	0	0							11
	Non-covered service	20	31	24	21	43	23							162
	Lacks 2 days' notice	11	27	16	16	18	22							110
	Needs 9-1-1	0	0	0	0	0	0							0
	Ineligible for Medicaid	13	26	22	14	26	9							110
	Inappropriate Service Level Request	1	4	4	2	0	0							11
	Refused Closest Provider	3	4	1	1	2	1							12
Regional Subtotal		48	95	72	57	89	55							416
Grand Total	Has access to vehicle	0	48	127	49	30	36							290
	Non-covered service	149	234	223	201	227	201							1,235
	Lacks 2 days' notice	104	153	141	186	175	205							964
	Needs 9-1-1	0	0	3	0	2	0							5
	Ineligible for Medicaid	138	160	136	142	185	152							913
	Inappropriate Service Level Request	4	12	18	8	5	10							57
	Refused Closest Provider	82	106	125	86	94	90							583
State Total		477	713	773	672	718	694							4,047

LogistiCare, Inc.

Virginia Network Provider Adds and Deletes

Month	Additions	Total Adds	Deletions	Total Deletes
-------	-----------	------------	-----------	---------------

Jun-04

7

7

3

3

Monthly Total	7	3
---------------	---	---

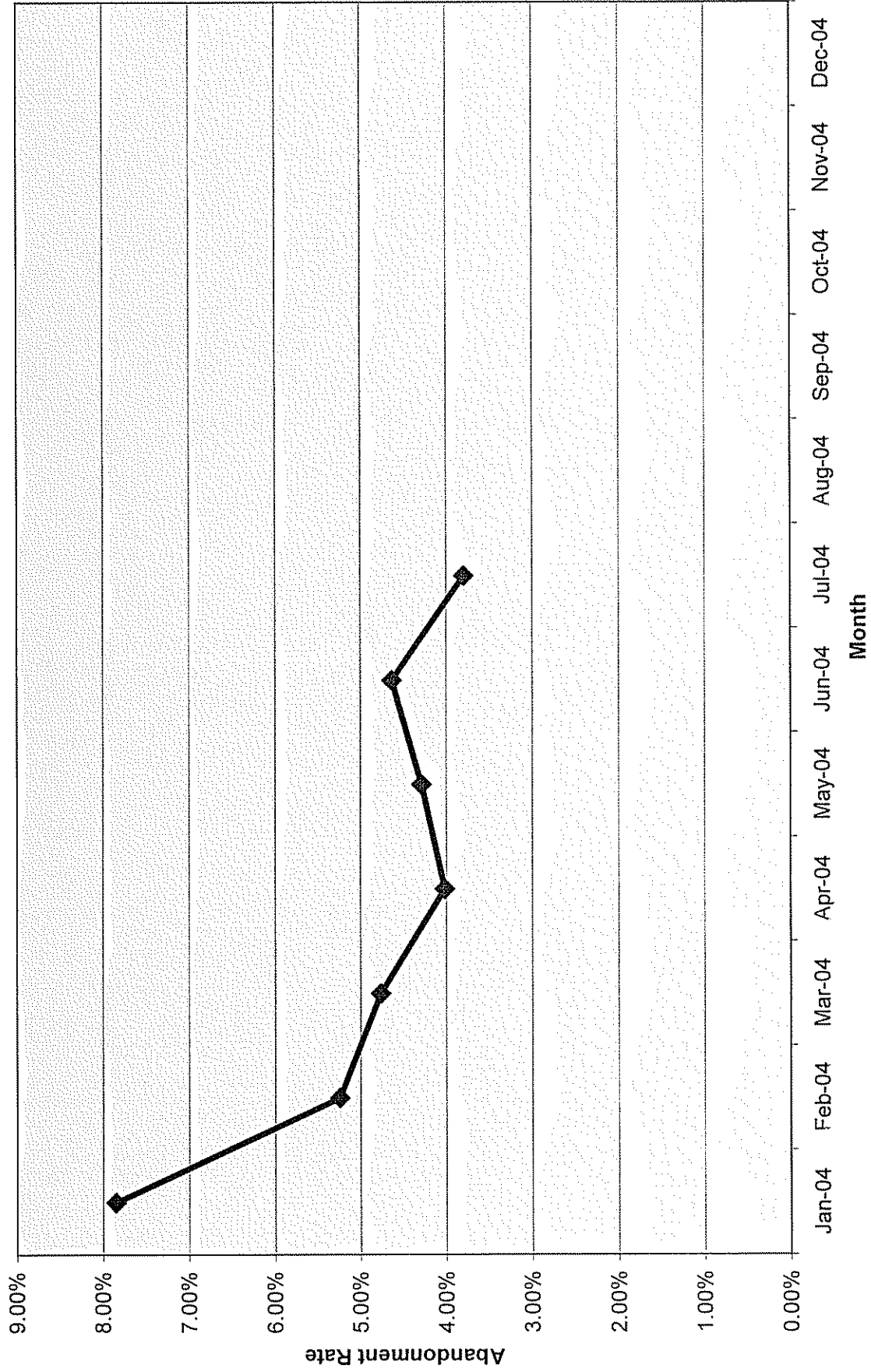
YTD Total	14	21
-----------	----	----

LogistiCare, Inc.

Provider Payment Report

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
Number of Providers															
Paid Within:	30 Days	188	192	119	107	89	143							838	34%
	45 Days	99	82	347	365	410	347							1,650	66%
	60 Days	0	0	0	0	0	0							0	0%
State Total		287	274	466	472	499	490							2,488	100%

**LogistiCare, Inc.
Call Center Abandonment Rate History**



LogistiCare, Inc. Full-Time Equivalent Customer Service Reps @ Beginning of Hour July, 2004

Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 PM	10:00 PM	11:00 PM
1	2	2	2	2	2	2	4	3	5	11	12	13
2	3	3	3	3	3	3	5	5	6	14	16	16
3	2	2	2	2	2	2	3	2	2	2	4	3
4	2	2	2	2	2	2	3	2	2	2	2	2
5	2	2	2	2	2	2	4	4	4	10	14	12
6	3	3	3	3	3	3	3	4	10	19	26	21
7	2	2	2	2	2	2	3	2	5	11	14	12
8	2	2	2	2	2	2	2	4	6	11	12	13
9	2	2	2	2	2	2	2	2	3	8	11	9
10	2	2	2	2	2	2	3	2	2	2	2	3
11	2	2	2	2	2	2	2	2	2	2	2	2
12	2	2	2	2	2	2	4	5	9	15	19	16
13	3	3	3	3	3	3	5	5	8	13	16	15
14	3	2	3	2	3	2	5	4	8	14	16	15
15	2	2	2	2	2	2	3	3	6	13	15	13
16	2	2	2	2	2	2	4	4	6	13	14	14
17	2	2	2	2	2	2	3	2	2	2	3	2
18	2	2	2	2	2	2	3	3	3	3	3	3
19	2	2	2	2	2	2	5	6	10	16	18	18
20	2	2	2	2	2	2	3	4	8	13	14	15
21	2	2	2	2	2	2	4	5	7	13	15	14
22	2	2	2	2	2	2	3	4	8	14	16	15
23	2	2	2	2	2	2	3	3	7	14	15	14
24	2	2	2	2	2	2	3	2	2	2	2	2
25	2	2	2	2	2	2	3	2	2	2	3	2
26	2	2	2	2	2	2	4	4	8	16	17	15
27	2	2	2	2	2	2	3	4	8	11	15	12
28	2	2	2	2	2	2	3	5	6	13	15	14
29	2	2	2	2	2	2	3	3	5	12	13	12
30	2	2	2	2	2	2	3	4	6	14	14	11
31	2	2	2	2	2	2	3	2	2	2	3	3

LogistiCare, Inc. Reservations Net Cancellations By Region, By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	Pctg
Region 1														
A	18,736	17,979	21,753	19,914	18,959	20,052	19,302						135,693	85.9%
S	1,184	994	1,316	1,150	1,213	1,266	1,279						8,402	5.3%
W	1,953	1,796	2,134	2,106	2,001	2,054	2,075						14,119	8.9%
VS	0	0	0	0	23	53	41						117	0.1%
Regional Subtotal	21,873	20,769	25,203	23,170	22,196	23,425	22,697						159,333	8.9%
Region 2														
A	28,045	29,359	35,941	33,597	32,468	36,527	35,920						231,857	81.0%
S	998	984	1,208	1,049	1,019	1,113	1,060						7,431	2.6%
W	5,795	6,073	7,441	6,883	6,489	7,069	6,803						46,583	16.3%
VS	0	0	29	81	65	47	35						257	0.09%
Regional Subtotal	34,838	36,416	44,619	41,510	40,051	44,756	43,818						286,128	16.0%
Region J														
A	42,596	43,763	51,237	49,054	46,756	50,232	50,149						333,857	79.4%
S	946	895	924	866	747	794	767						5,959	1.4%
W	10,776	10,843	12,262	11,629	11,000	11,938	11,949						80,397	19.1%
VS	0	0	0	129	132	131	86						469	0.1%
Regional Subtotal	54,318	55,501	64,423	61,719	58,675	63,095	62,951						420,682	23.6%
Region 4														
A	47,030	45,110	53,057	50,944	47,948	50,869	46,682						341,940	77.9%
S	1,928	1,593	1,359	1,373	1,388	1,474	1,492						10,605	2.4%
W	11,629	11,140	12,731	12,185	11,648	12,469	12,597						84,388	19.3%
VS	0	146	342	315	271	281	334						1,689	0.4%
Regional Subtotal	60,585	57,999	67,489	64,817	61,255	65,093	61,105						438,333	24.6%
Region 5														
A	14,251	14,354	17,561	16,976	16,421	17,665	16,592						114,220	79.5%
S	610	603	678	557	491	517	558						4,014	2.8%
W	3,208	3,157	3,765	3,711	3,626	3,834	3,707						25,008	17.4%
VS	0	0	0	18	104	108	111						341	0.2%
Regional Subtotal	18,069	18,114	22,404	21,262	20,642	22,124	20,968						143,583	8.0%
Region 6														
A	5,816	5,801	7,273	6,948	6,749	7,231	6,621						46,439	76.0%
S	347	260	322	317	278	282	283						2,089	3.4%
W	1,671	1,520	1,788	1,727	1,809	1,950	2,019						12,524	20.6%
VS	0	0	4	25	18	0	0						47	0.1%
Regional Subtotal	7,834	7,581	9,387	9,017	8,854	9,503	8,923						61,099	3.4%
Region 7														
A	25,555	26,167	30,076	26,918	25,598	27,212	25,231						186,757	80.7%
S	375	356	432	434	425	388	418						2,838	1.2%
W	5,681	5,509	6,604	6,069	5,855	6,244	5,968						41,930	18.1%
VS	0	0	0	0	0	12	2						14	0.0%
Regional Subtotal	31,611	32,042	37,112	33,421	31,878	33,856	31,619						231,539	12.9%
Other Region														
A	4,941	5,322	6,565	5,926	5,469	5,833	5,828						39,984	81.1%
S	254	224	256	246	248	228	274						1,730	3.5%
W	983	942	1,156	1,181	1,086	1,140	1,111						7,599	15.4%
VS	0	0	1	6	2	4	0						13	0.0%
Regional Subtotal	6,178	6,488	8,078	7,359	6,805	7,205	7,213						49,326	2.8%
Grand Total														
A	185,970	187,855	223,953	210,307	200,408	215,621	206,325						1,431,449	80.0%
S	6,840	5,919	6,495	6,012	5,809	6,062	6,131						43,068	2.4%
W	41,696	40,960	47,891	43,491	43,524	46,758	46,229						312,559	17.5%
VS	0	146	376	565	615	636	609						2,947	0.2%
State Total	235,306	234,900	278,715	262,375	250,356	269,077	259,294						1,790,023	100%
Percent														
A	79.5%	80.6%	80.4%	80.2%	80.0%	80.1%	79.6%						80.0%	
S	2.9%	2.5%	2.3%	2.3%	2.3%	2.3%	2.4%						2.4%	
W	17.7%	17.4%	17.3%	17.3%	17.4%	17.4%	17.8%						17.5%	
VS	0.0%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%						0.2%	
State Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%	
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
% Region/Other	2.83%	2.76%	2.50%	2.80%	2.72%	2.80%	2.78%						2.76%	

LogistiCare, Inc. Public Transportation and Gas Reimbursement

Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430	16,373	19,595	18,551	17,419	18,468	16,011						121,847
Gas Reimbursement	6,210	5,719	6,032	6,181	6,472	6,945	6,621						44,180
Grand Total	21,640	22,092	25,627	24,732	23,891	25,413	22,632						166,027
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077	259,294						1,790,023
Percent of Total Trips	9.20%	9.40%	9.19%	9.43%	9.54%	9.44%	8.73%						9.28%
Pharmacy Trips	259	309	434	370	345	398	396						2,511
Residence to Pharmacy to Residence	6	14	8	34	42	36	56						196

LogistiCare, Inc.

Complaints By Region and Complaint Type

Complaint Type:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Issue w/LogistiCare	6	5	7	8	6	1	5					38
	Provider Late	25	55	55	43	26	22	40					266
	Issue with Driver	0	1	3	2	0	2	0					8
	Provider No Show	8	29	13	26	16	11	25					128
	Issue with Vehicle	0	0	2	0	2	3	2					9
	Rider No Show	0	2	32	25	8	3	6					76
	Provider Issues	2	23	11	11	9	2	7					65
	Facility Issues	0	6	2	1	0	1	3					13
	Recp Incident/Injury	0	0	1	0	0	0	0					1
	Regional Subtotal	41	121	126	116	67	45	88					604
Region 2	Issue w/LogistiCare	9	11	23	17	28	37	53					178
	Provider Late	57	50	81	76	86	105	83					538
	Issue with Driver	0	0	1	10	5	4	1					21
	Provider No Show	40	34	45	64	49	64	86					362
	Issue with Vehicle	0	0	0	0	0	1	2					3
	Rider No Show	30	44	43	56	62	90	70					395
	Provider Issues	8	10	10	3	19	12	2					64
	Facility Issues	16	27	17	25	21	35	24					165
	Recp Incident/Injury	1	5	5	1	4	2	3					21
	Regional Subtotal	161	181	225	252	274	350	324					1,767
Region 3	Issue w/LogistiCare	15	12	10	6	7	6	10					66
	Provider Late	40	23	20	47	33	69	68					300
	Issue with Driver	5	1	0	0	0	3	3					12
	Provider No Show	60	65	65	66	47	63	53					419
	Issue with Vehicle	0	2	0	0	0	0	1					3
	Rider No Show	13	19	23	48	29	35	46					213
	Provider Issues	1	5	1	3	2	5	3					20
	Facility Issues	1	7	3	3	4	7	4					29
	Recp Incident/Injury	4	4	4	3	5	4	2					26
	Regional Subtotal	139	138	126	176	127	192	190					1,088
Region 4	Issue w/LogistiCare	21	8	5	9	6	6	22					77
	Provider Late	227	149	206	258	207	97	144					1,288
	Issue with Driver	4	0	1	0	0	0	0					5
	Provider No Show	79	53	58	69	90	46	105					500
	Issue with Vehicle	0	0	3	3	3	0	2					11
	Rider No Show	18	9	14	20	16	16	30					123
	Provider Issues	14	6	13	11	11	0	1					56
	Facility Issues	1	2	1	0	1	0	3					8
	Recp Incident/Injury	1	3	4	1	0	2	2					13
	Regional Subtotal	365	230	305	371	334	167	309					2,081
Region 5	Issue w/LogistiCare	4	6	8	5	3	3	5					34
	Provider Late	13	5	24	22	17	56	23					160
	Issue with Driver	0	0	5	0	0	0	0					5
	Provider No Show	11	8	16	17	9	17	10					88
	Issue with Vehicle	0	0	0	0	0	0	0					0
	Rider No Show	7	2	4	4	3	9	4					33
	Provider Issues	1	10	14	8	7	8	4					52
	Facility Issues	5	1	17	7	5	6	10					51
	Recp Incident/Injury	0	0	0	0	1	2	2					5
	Regional Subtotal	41	32	88	63	45	101	58					428
Region 6	Issue w/LogistiCare	6	10	8	2	0	1	1					28
	Provider Late	5	7	10	6	3	10	7					48
	Issue with Driver	0	0	0	0	1	0	0					1
	Provider No Show	3	12	4	6	8	4	1					38
	Issue with Vehicle	0	0	0	0	0	0	0					0
	Rider No Show	7	3	4	1	3	7	2					27
	Provider Issues	2	9	1	2	1	1	1					17
	Facility Issues	0	0	4	1	0	2	2					9
	Recp Incident/Injury	0	0	0	0	0	1	1					2
	Regional Subtotal	23	41	31	18	16	26	15					170
Region 7	Issue w/LogistiCare	12	15	4	2	2	0	2					37
	Provider Late	39	53	59	61	75	71	20					378
	Issue with Driver	1	2	0	0	0	0	2					5
	Provider No Show	25	16	21	14	8	3	8					95
	Issue with Vehicle	1	0	0	0	0	0	0					1
	Rider No Show	13	9	13	15	17	13	0					80
	Provider Issues	1	2	6	1	0	0	18					28
	Facility Issues	1	5	0	0	0	0	1					7
	Recp Incident/Injury	0	0	2	2	1	0	0					5
	Regional Subtotal	93	102	105	95	103	87	51					636
Grand Total	Issue w/LogistiCare	73	67	65	49	52	54	98					458
	Provider Late	406	342	455	513	447	430	385					2,978
	Issue with Driver	10	4	10	12	6	9	6					57
	Provider No Show	226	217	222	262	227	208	288					1,650
	Issue with Vehicle	1	2	5	3	5	4	7					27
	Rider No Show	88	88	133	169	138	173	158					947
	Provider Issues	29	65	56	39	49	28	36					302
	Facility Issues	24	48	44	37	31	51	47					282
	Recp Incident/Injury	6	12	16	7	11	11	10					73
	State Total	663	845	1,006	1,091	966	968	1,035					6,774
% of reservations not cancellations complaint-free		-99.63%	-99.64%	-99.64%	-99.58%	-99.61%	-99.64%	-99.60%					-99.77%
Percent	Issue w/LogistiCare	8.46%	7.93%	6.46%	4.49%	5.38%	5.58%	9.47%					6.76%
	Provider Late	47.05%	40.47%	45.23%	47.02%	46.27%	44.42%	37.20%					43.96%
	Issue with Driver	1.16%	0.47%	0.99%	1.10%	0.62%	0.93%	0.58%					0.84%
	Provider No Show	26.19%	25.68%	22.07%	24.01%	23.50%	21.49%	27.83%					24.36%
	Issue with Vehicle	0.12%	0.24%	0.50%	0.27%	0.52%	0.41%	0.68%					0.40%
	Rider No Show	10.20%	10.41%	13.22%	15.49%	14.29%	17.87%	15.27%					13.98%
	Provider Issues	3.36%	7.69%	5.57%	3.57%	5.07%	2.89%	3.48%					4.46%
	Facility Issues	2.78%	5.68%	4.37%	3.39%	3.21%	5.27%	4.54%					4.16%
	Recp Incident/Injury	0.70%	1.42%	1.59%	0.64%	1.14%	1.14%	0.97%					1.08%
	State Total	100.00%	100%	100%	100%	100%	100%	100%					100%

LogistiCare, Inc.

Mileage By Region and Level of Service for Reservations Net Cancellations

Month:		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
Region 1	A	243,053	227,093	274,881	245,754	238,656	246,612	245,001						1,721,050	12%
	W	27,084	24,303	27,761	28,916	27,009	28,265	27,846						191,184	
	S	18,239	12,488	20,529	18,737	18,189	21,347	20,370						129,899	
	VS	0	0	0	0	232	442	325						999	
	Regional Subtotal	288,376	263,884	323,171	293,407	284,086	296,666	293,542						2,043,132	
Region 2	A	276,885	266,261	330,340	307,873	293,635	325,085	330,600						2,130,679	15%
	W	55,036	58,555	69,329	62,027	58,260	66,336	65,463						435,006	
	S	8,203	9,248	10,475	7,429	8,476	10,104	9,472						63,407	
	VS	0	0	216	391	415	428	239						1,689	
	Regional Subtotal	340,124	334,064	410,360	377,720	360,786	401,953	405,774						2,630,781	
Region 3	A	433,235	424,811	505,030	484,943	461,869	503,256	506,409						3,319,563	24%
	W	99,329	97,581	112,214	106,828	101,600	112,355	112,032						741,939	
	S	11,514	10,019	12,901	11,087	8,524	8,983	7,931						70,959	
	VS	0	0	0	1,056	1,453	1,197	1,050						4,756	
	Regional Subtotal	544,078	532,411	630,145	603,914	573,446	625,791	627,422						4,137,207	
Region 4	A	394,571	378,719	436,050	419,007	391,968	424,104	411,271						2,855,690	21%
	W	80,894	76,310	86,983	87,656	82,471	86,372	90,366						593,052	
	S	13,045	8,892	8,459	8,889	9,358	9,357	9,413						67,413	
	VS	0	465	1,283	1,140	1,240	1,144	1,291						6,563	
	Regional Subtotal	488,510	464,386	532,775	516,692	485,037	522,977	512,341						3,522,718	
Region 5	A	175,366	179,126	224,896	202,715	200,592	213,444	204,349						1,400,488	10%
	W	36,263	33,868	41,008	39,761	39,394	41,453	38,163						269,910	
	S	11,932	10,479	14,772	11,404	10,762	11,201	10,953						81,503	
	VS	0	0	0	211	1,093	918	1,247						3,469	
	Regional Subtotal	223,561	223,473	280,676	254,091	251,841	267,016	254,712						1,755,370	
Region 6	A	60,735	59,896	74,845	75,947	74,052	78,168	67,997						491,640	4%
	W	17,736	15,621	18,396	17,042	18,080	20,234	20,408						127,517	
	S	2,636	2,421	2,577	2,578	3,043	3,181	2,119						18,556	
	VS	0	0	0	0	0	0	0						0	
	Regional Subtotal	81,107	77,938	95,818	95,567	95,175	101,583	90,524						637,712	
Region 7	A	207,404	215,579	245,690	219,210	204,177	212,224	198,177						1,502,461	11%
	W	39,319	37,830	45,039	40,934	38,630	41,460	38,715						281,927	
	S	1,967	1,725	2,196	2,318	2,106	2,083	2,125						14,520	
	VS	0	0	0	0	0	36	6						42	
	Regional Subtotal	248,690	255,134	292,925	262,462	244,913	256,803	239,023						1,798,950	
Region Other	A	64,350	63,355	69,832	64,254	60,559	65,900	66,010						454,260	3.22%
	W	9,233	8,659	9,946	10,520	9,774	11,556	11,265						70,953	
	S	3,440	2,825	3,290	3,592	3,613	3,073	4,713						24,546	
	VS	0	0	5	47	10	52	0						114	
	Regional Subtotal	77,023	74,839	83,073	78,413	73,956	80,581	81,988						549,873	
Grand Total	A	1,855,599	1,814,840	2,161,564	2,019,703	1,925,508	2,068,793	2,029,014						13,875,821	100%
	W	364,894	352,727	410,676	393,684	375,210	410,031	404,258						2,711,488	
	S	70,976	58,097	75,199	66,034	64,071	69,329	67,096						470,802	
	VS	0	465	1,504	2,845	4,443	4,217	4,158						17,632	
	State Total	2,291,469	2,226,129	2,648,943	2,482,266	2,369,240	2,552,370	2,505,326						17,075,743	
Percent	A	80.98%	81.52%	81.60%	81.37%	81.27%	81.05%	81.02%						81.26%	
	W	15.92%	15.84%	15.50%	15.86%	15.84%	16.06%	16.14%						15.88%	
	S	3.10%	2.61%	2.84%	2.66%	2.70%	2.72%	2.68%						2.76%	
	VS	0.00%	0.02%	0.06%	0.11%	0.19%	0.17%	0.17%						0.10%	
	State Total	100%	100%	100%	100%	100%	100%	100%						100%	
Mile/Trip Avg	A	9.92	9.66	9.65	9.60	9.61	9.59	9.84						9.69	
	W	8.76	8.61	8.58	8.65	8.62	8.77	8.74						8.68	
	S	10.69	9.82	11.58	10.98	11.03	11.44	10.94						10.93	
	VS	0.00	3.18	4.00	5.04	7.22	6.63	6.83						5.98	
	State Total	9.74	9.48	9.50	9.46	9.46	9.49	9.66						9.54	
% Region Other		3.36%	3.36%	3.14%	3.16%	3.12%	3.16%	3.27%						3.22%	

LogistiCare, Inc. Unduplicated Riders By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
VA Medicaid														
A	12,463	12,535	13,058	12,666	12,515	12,820	12,524						88,581	69.0%
S	2,319	2,088	2,162	1,955	1,938	1,994	1,996						14,452	11.2%
W	3,421	3,445	3,699	3,692	3,541	3,730	3,729						25,157	19.6%
VS	0	0	29	61	53	65	65						273	0.2%
State Total	18,203	18,068	18,948	18,274	18,047	18,609	18,314						128,453	100.0%
Percent														
A	68.5%	69.4%	68.9%	69.3%	69.3%	68.9%	68.4%						69%	
S	12.7%	11.6%	11.4%	10.7%	10.7%	10.7%	10.9%						11%	
W	18.8%	19.1%	19.5%	19.7%	19.6%	20.0%	20.4%						20%	
VS	0.0%	0.0%	0.2%	0.3%	0.3%	0.3%	0.4%						0.21%	
State Total	100%	100%	100%	100%	100%	100%	100%						100%	
Eligibles	265,928	258,731	263,549	264,417	264,317	265,380	264,708						1,847,030	
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077	259,294						1,790,023	
Total Transportation U/P	88.5%	90.8%	105.8%	99.2%	94.7%	101.4%	98.0%						96.9%	
Average Number of Trips for:														
Weekday	10,891	11,438	11,703	11,415	11,724	11,743	11,986						11,557	
Weekend	2,099	1,890	1,938	1,867	1,854	1,943	1,925						1,931	

LogistiCare, Inc.

Denied Trip Request By Month and Region

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Has access to vehicle	0	12	34	10	11	13	6						86
	Non-covered service	21	40	45	36	45	30	21						238
	Lacks 2 days' notice	16	20	21	17	20	32	14						140
	Needs 9-1-1	0	0	0	0	1	0	0						1
	Ineligible for Medicaid	10	9	8	13	13	14	3						70
	Inappropriate Service Level Request	1	2	0	2	1	1	1						8
	Refused Closest Provider	31	32	59	27	30	23	29						231
Regional Subtotal		79	115	167	105	121	113	74						774
Region 2	Has access to vehicle	0	11	37	11	6	12	5						82
	Non-covered service	31	41	38	47	34	40	31						262
	Lacks 2 days' notice	26	38	37	45	33	39	32						250
	Needs 9-1-1	0	0	1	0	0	0	0						1
	Ineligible for Medicaid	26	22	23	32	32	23	23						181
	Inappropriate Service Level Request	0	1	6	0	2	3	0						12
	Refused Closest Provider	22	33	43	31	26	31	21						207
Regional Subtotal		105	146	185	166	133	148	112						995
Region 3	Has access to vehicle	0	10	23	8	6	7	2						56
	Non-covered service	27	41	41	30	46	41	35						261
	Lacks 2 days' notice	17	36	33	37	44	53	31						251
	Needs 9-1-1	0	0	1	0	0	0	0						1
	Ineligible for Medicaid	27	52	43	31	48	51	38						290
	Inappropriate Service Level Request	0	3	4	1	1	3	0						12
	Refused Closest Provider	12	19	7	15	16	19	9						97
Regional Subtotal		83	161	152	122	161	174	115						968
Region 4	Has access to vehicle	0	10	18	4	3	1	3						39
	Non-covered service	40	61	45	51	44	46	31						318
	Lacks 2 days' notice	27	20	29	57	41	43	28						245
	Needs 9-1-1	0	0	0	0	1	0	0						1
	Ineligible for Medicaid	50	33	28	44	59	37	40						291
	Inappropriate Service Level Request	0	1	1	1	1	2	1						7
	Refused Closest Provider	5	12	11	8	12	11	13						72
Regional Subtotal		122	137	132	165	161	140	116						973
Region 5	Has access to vehicle	0	1	4	5	1	2	2						15
	Non-covered service	6	10	18	9	5	12	12						72
	Lacks 2 days' notice	2	8	4	8	10	9	5						46
	Needs 9-1-1	0	0	1	0	0	0	0						1
	Ineligible for Medicaid	7	11	9	4	4	10	7						52
	Inappropriate Service Level Request	2	1	0	1	0	1	0						5
	Refused Closest Provider	5	4	3	1	1	3	1						18
Regional Subtotal		22	35	39	28	21	37	27						209
Region 6	Has access to vehicle	0	1	6	8	3	1	2						21
	Non-covered service	4	10	12	7	10	9	8						60
	Lacks 2 days' notice	5	4	1	6	9	7	1						33
	Needs 9-1-1	0	0	0	0	0	0	0						0
	Ineligible for Medicaid	5	7	3	4	3	8	4						34
	Inappropriate Service Level Request	0	0	3	1	0	0	0						4
	Refused Closest Provider	4	2	1	3	7	2	2						21
Regional Subtotal		18	24	26	29	32	27	17						173
Region 7	Has access to vehicle	0	3	5	3	0	0	0						11
	Non-covered service	20	31	24	21	43	23	17						179
	Lacks 2 days' notice	11	27	16	16	18	22	12						122
	Needs 9-1-1	0	0	0	0	0	0	1						1
	Ineligible for Medicaid	13	26	22	14	26	9	20						130
	Inappropriate Service Level Request	1	4	4	2	0	0	0						11
	Refused Closest Provider	3	4	1	1	2	1	1						13
Regional Subtotal		48	95	72	57	89	55	51						467
Grand Total	Has access to vehicle	0	48	127	49	30	36	20						310
	Non-covered service	149	234	223	201	227	201	155						1,390
	Lacks 2 days' notice	104	153	141	186	175	205	123						1,087
	Needs 9-1-1	0	0	3	0	2	0	1						6
	Ineligible for Medicaid	138	160	136	142	185	152	135						1,048
	Inappropriate Service Level Request	4	12	18	8	5	10	2						59
	Refused Closest Provider	82	106	125	86	94	90	76						659
State Total		477	713	773	672	718	694	512						4,559

LogistiCare, Inc.

Virginia Network Provider Adds and Deletes

Month	Additions	Total Adds	Deletions	Total Deletes
-------	-----------	---------------	-----------	------------------

--	--	--	--	--

July-04

0

2

Monthly Total	2
---------------	---

YTD Total	14	23
-----------	----	----

LogistiCare, Inc.

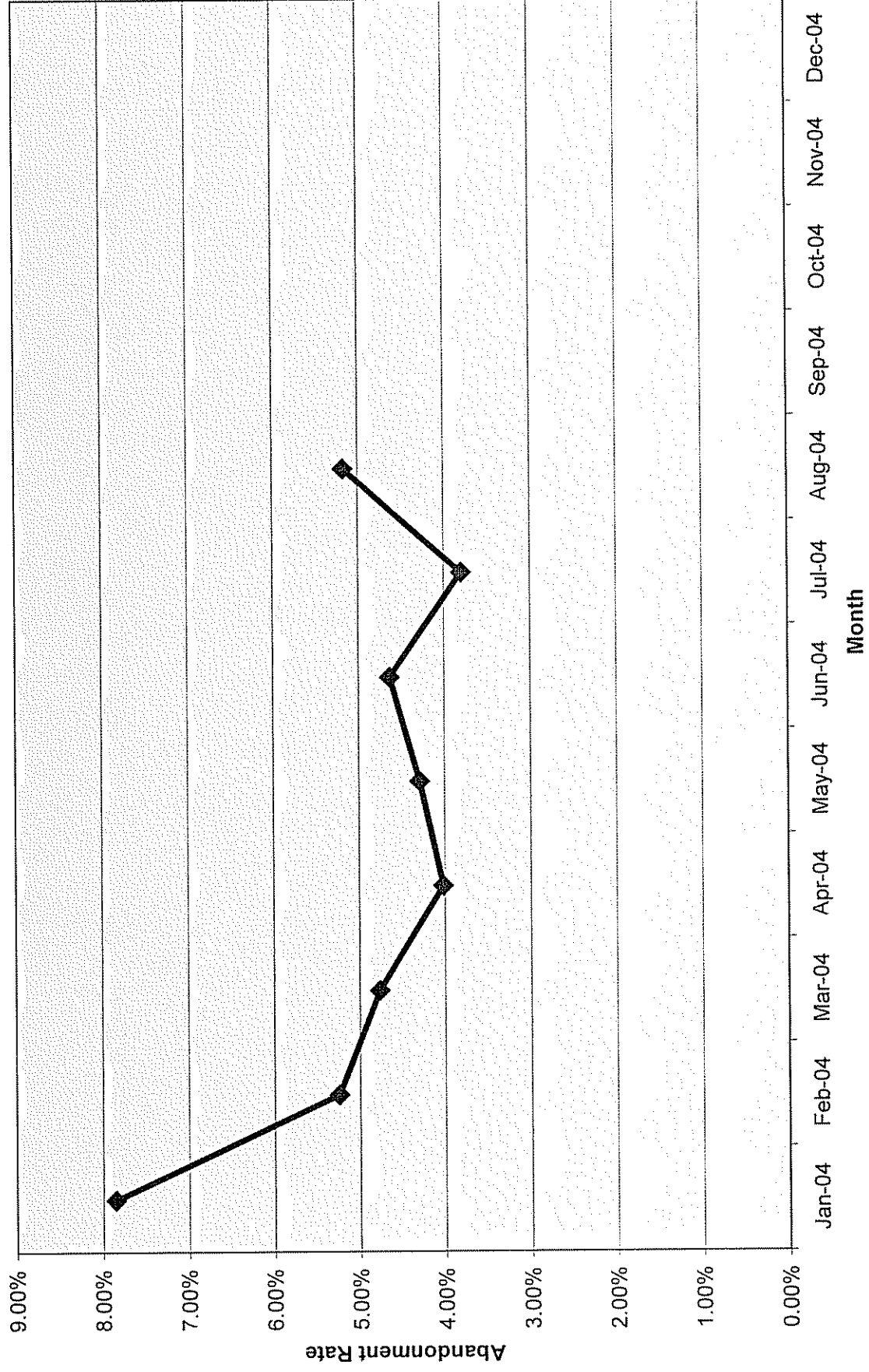
Provider Payment Report

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
Number of Providers															
Paid Within:	30 Days	188	192	119	107	89	143	199						1,037	35%
	45 Days	99	82	347	365	410	347	292						1,942	65%
	60 Days	0	0	0	0	0	0	0						0	0%
State Total		287	274	466	472	499	490	491						2,979	100%

LogistiCare, Inc. Call Center Statistics

Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-04	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92.13%
Feb-04	30,628	29,023	1,605	1:32	3:24	1:03	5.24%	94.76%
Mar-04	33,772	32,152	1,608	1:01	3:34	0:52	4.76%	95.20%
Apr-04	33,917	32,554	1,361	0:56	3:18	0:42	4.01%	95.98%
May-04	31,124	29,782	1,333	0:51	3:07	0:47	4.28%	95.69%
Jun-04	33,116	31,579	1,533	1:04	3:09	0:51	4.63%	95.36%
Jul-04	39,032	37,587	1,481	1:04	3:10	0:38	3.79%	96.30%
Aug-04	40,898	38,780	2,114	1:03	3:27	1:03	5.17%	94.82%
Sep-04								
Oct-04								
Nov-04								
Dec-04								
Totals	274,752	261,184	13,567	1:09	3:16	0:55	4.94%	95.06%

**LogistiCare, Inc.
Call Center Abandonment Rate History**



**LogistiCare, Inc.
Full-Time Equivalent Customer Service Reps @ Beginning of Hour
August, 2004**

Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
1	2	2	2	2	2	2	3	2	2	2	3	2
2	2	2	2	2	2	2	5	6	8	18	19	3
3	2	2	2	2	2	2	3	4	6	13	15	4
4	2	2	2	2	2	2	3	3	5	10	11	3
5	2	2	2	2	2	2	3	0	4	9	11	4
6	2	2	2	2	2	2	2	4	4	11	12	2
7	2	2	2	2	2	2	3	2	2	2	2	2
8	2	2	2	2	2	2	4	2	2	3	2	2
9	2	2	2	2	2	2	5	5	8	15	19	2
10	3	3	3	3	3	2	3	3	5	11	14	2
11	2	1	2	2	2	2	2	3	4	11	13	2
12	2	2	2	2	2	2	3	4	7	13	16	2
13	2	2	2	2	2	2	4	5	9	17	17	2
14	2	2	2	2	2	2	2	2	2	2	2	2
15	2	2	2	2	2	2	3	2	2	2	2	2
16	2	2	2	2	2	2	5	6	8	15	20	2
17	2	2	2	2	2	2	3	4	6	12	14	2
18	2	2	2	2	2	2	4	4	5	14	15	2
19	2	2	2	2	2	2	3	5	6	11	13	2
20	2	2	2	2	2	2	5	4	4	7	10	2
21	2	2	2	2	2	2	3	4	4	4	4	2
22	2	2	2	2	2	2	3	2	2	2	2	2
23	2	2	2	2	2	2	6	6	7	12	17	2
24	2	2	2	2	2	2	2	3	5	12	14	2
25	2	2	2	2	2	2	4	4	4	9	11	2
26	2	2	2	2	2	2	4	4	4	10	11	2
27	2	2	2	2	2	2	4	4	5	11	12	2
28	2	2	2	2	2	2	2	2	3	3	3	2
29	3	2	3	3	2	3	4	3	3	3	4	3
30	3	3	3	3	3	3	6	6	10	15	18	2
31	2	2	2	2	2	2	3	2	8	14	16	2

LogistiCare, Inc.

Reservations Net Cancellations By Region, By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	Pct0
Region 1														
A	18,736	17,979	21,753	19,914	18,959	20,052	19,302	20,256					156,951	85.7%
S	1,184	994	1,316	1,150	1,213	1,266	1,279	1,330					8,732	5.3%
W	1,953	1,796	2,134	2,106	2,001	2,054	2,075	2,298					16,417	9.0%
VS	0	0	0	0	0	23	53	41	28				145	0.1%
Regional Subtotal	21,873	20,769	25,203	23,170	22,196	23,425	22,679	23,912					183,245	8.9%
Region 2														
A	28,045	29,359	35,941	33,597	32,468	36,527	35,920	35,941					267,798	81.1%
S	988	984	1,208	1,049	1,019	1,113	1,060	1,044					6,475	2.5%
W	5,795	6,073	7,441	6,883	6,499	7,089	6,803	6,965					53,548	16.2%
VS	0	0	29	81	65	47	35	41					298	0.09%
Regional Subtotal	34,838	36,416	44,619	41,610	40,051	44,776	43,818	43,991					330,119	16.0%
Region 3														
A	42,596	43,763	51,237	49,084	46,798	50,232	50,149	51,324					385,181	79.4%
S	946	895	924	886	747	784	767	829					6,788	1.4%
W	10,776	10,843	12,262	11,629	11,000	11,938	11,949	11,959					92,356	19.0%
VS	0	0	0	0	132	131	86	77					546	0.1%
Regional Subtotal	54,318	55,501	64,423	61,719	58,675	63,095	62,951	64,189					484,871	23.5%
Region 4														
A	47,030	45,110	53,057	50,944	47,948	50,869	46,682	52,572					394,212	77.9%
S	1,926	1,593	1,359	1,373	1,388	1,474	1,492	1,658					12,263	2.4%
W	11,629	11,140	12,731	12,185	11,648	12,469	12,597	13,104					97,503	19.3%
VS	0	148	342	315	271	281	334	341					2,030	0.4%
Regional Subtotal	60,585	57,989	67,489	64,817	61,255	65,093	61,105	67,675					506,008	24.5%
Region 5														
A	14,251	14,354	17,961	16,976	16,421	17,655	16,592	17,281					131,501	79.5%
S	610	603	678	557	491	517	558	548					4,562	2.8%
W	3,208	3,157	3,765	3,711	3,626	3,834	3,707	3,902					28,910	17.5%
VS	0	0	0	0	18	104	108	111					430	0.3%
Regional Subtotal	18,069	18,114	22,404	21,262	20,642	22,124	20,966	21,820					165,403	8.0%
Region 6														
A	5,816	5,801	7,273	6,948	6,749	7,231	6,621	7,204					53,543	75.8%
S	347	260	322	317	278	282	283	332					2,421	3.4%
W	1,671	1,520	1,789	1,727	1,809	1,990	2,019	2,142					14,566	20.7%
VS	0	0	4	25	18	0	0	0					47	0.1%
Regional Subtotal	7,834	7,581	9,387	9,017	8,854	9,503	9,923	9,678					70,777	3.4%
Region 7														
A	25,555	26,167	30,076	26,918	25,598	27,212	25,231	27,542					214,299	80.5%
S	375	366	432	434	425	388	418	499					3,337	1.3%
W	5,681	5,509	6,604	6,069	5,855	6,244	5,868	6,396					48,326	18.2%
VS	0	0	0	0	0	12	2	0					14	0.0%
Regional Subtotal	31,611	32,042	37,112	33,421	31,878	33,856	31,619	34,437					265,976	12.9%
Other Region														
A	4,941	5,322	6,655	5,926	5,469	5,833	5,928	6,032					45,016	80.9%
S	254	224	256	246	248	228	274	264					1,994	3.5%
W	983	942	1,156	1,181	1,086	1,140	1,111	1,243					8,842	16.5%
VS	0	0	1	6	2	4	0	0					13	0.0%
Regional Subtotal	6,178	6,488	8,078	7,359	6,805	7,205	7,213	7,539					56,865	2.8%
Grand Total														
A	186,970	187,855	223,963	210,307	200,408	215,621	206,325	218,152					1,649,601	80.9%
S	6,640	5,919	6,495	6,012	5,809	6,062	6,131	6,504					49,572	2.4%
W	41,666	40,980	47,881	45,491	43,524	46,758	46,229	48,009					360,568	17.5%
VS	0	145	376	365	615	636	509	576					3,523	0.2%
State Total	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241					2,063,264	100%
Percent														
A	79.5%	80.0%	80.4%	80.2%	80.0%	80.1%	79.6%	79.8%					80.0%	
S	2.8%	2.5%	2.3%	2.3%	2.3%	2.3%	2.4%	2.4%					2.4%	
W	17.7%	17.4%	17.2%	17.3%	17.4%	17.4%	17.0%	17.6%					17.5%	
VS	0.0%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%					0.2%	
State Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%	
Month	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
% Region/Other	2.83%	2.76%	2.90%	2.80%	2.72%	2.88%	2.78%	2.78%					2.78%	

LogistiCare, Inc. Public Transportation and Gas Reimbursement

Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430	16,373	19,595	18,551	17,419	18,468	16,011	18,250					140,097
Gas Reimbursement	6,210	5,719	6,032	6,181	6,472	6,945	6,621	6,641					50,821
Grand Total	21,640	22,092	25,627	24,732	23,891	25,413	22,632	24,891					190,918
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241					2,063,264
Percent of Total Trips	9.20%	9.40%	9.19%	9.43%	9.54%	9.44%	8.73%	9.11%					9.25%
Pharmacy Trips	259	309	434	370	345	398	396	478					2,989
Residence to Pharmacy to Residence	6	14	8	34	42	36	56	66					262

LogistiCare, Inc.

Complaints By Region and Complaint Type

	Complaint Type:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Issue w/LogistiCare	6	5	7	8	6	1	5	11					49
	Provider Late	25	55	55	43	26	22	40	38					304
	Issue with Driver	0	1	3	2	0	2	0	5					13
	Provider No Show	8	29	13	26	16	11	25	16					144
	Issue with Vehicle	0	0	2	0	2	3	2	1					10
	Rider No Show	0	2	32	25	8	3	6	15					91
	Provider Issues	2	23	11	11	9	2	7	13					78
	Facility Issues	0	6	2	1	0	1	3	1					14
	Recip Incident/Injury	0	0	1	0	0	0	0	1					2
	Regional Subtotal	41	121	126	116	67	45	88	101					705
Region 2	Issue w/LogistiCare	9	11	23	17	28	37	53	47					225
	Provider Late	57	50	81	76	88	105	83	96					634
	Issue with Driver	0	0	1	10	5	4	1	5					26
	Provider No Show	40	34	45	64	49	64	86	69					451
	Issue with Vehicle	0	0	0	0	0	1	2	2					5
	Rider No Show	30	44	43	56	62	90	70	67					462
	Provider Issues	8	10	10	3	19	12	2	8					72
	Facility Issues	16	27	17	25	21	35	24	18					183
	Recip Incident/Injury	1	5	5	1	4	2	3	2					23
	Regional Subtotal	161	181	225	252	274	350	324	314					2,081
Region 3	Issue w/LogistiCare	15	12	10	6	7	6	10	9					75
	Provider Late	40	23	20	47	33	69	66	34					334
	Issue with Driver	5	1	0	0	0	3	3	0					12
	Provider No Show	60	65	65	66	47	63	53	28					447
	Issue with Vehicle	0	2	0	0	0	0	1	7					10
	Rider No Show	13	19	23	48	29	35	46	23					236
	Provider Issues	1	5	1	3	2	5	3	2					22
	Facility Issues	1	7	3	3	4	7	4	8					37
	Recip Incident/Injury	4	4	4	3	5	4	2	6					32
	Regional Subtotal	139	138	126	176	127	192	190	117					1,205
Region 4	Issue w/LogistiCare	21	8	5	9	6	6	22	19					96
	Provider Late	227	149	206	258	207	97	144	137					1,425
	Issue with Driver	4	0	0	0	0	0	0	1					6
	Provider No Show	79	53	58	69	90	46	105	56					556
	Issue with Vehicle	0	0	3	3	3	0	2	0					11
	Rider No Show	18	9	14	20	16	16	30	31					154
	Provider Issues	14	6	13	11	11	0	1	6					62
	Facility Issues	1	2	1	0	1	0	3	3					11
	Recip Incident/Injury	1	3	4	1	0	2	2	3					16
	Regional Subtotal	365	230	305	371	334	167	309	256					2,337
Region 5	Issue w/LogistiCare	4	6	8	5	3	3	5	4					38
	Provider Late	13	5	24	22	17	56	23	24					184
	Issue with Driver	0	0	5	0	0	0	0	2					7
	Provider No Show	11	8	16	17	9	17	10	14					102
	Issue with Vehicle	0	0	0	0	0	0	0	0					0
	Rider No Show	7	2	4	4	3	9	4	10					43
	Provider Issues	1	10	14	8	7	8	4	7					59
	Facility Issues	5	1	17	7	5	6	10	5					56
	Recip Incident/Injury	0	0	0	0	1	2	2	2					7
	Regional Subtotal	41	32	88	63	45	101	58	68					496
Region 6	Issue w/LogistiCare	6	10	8	2	0	1	1	3					31
	Provider Late	5	7	10	6	3	10	7	8					56
	Issue with Driver	0	0	0	0	1	0	0	1					2
	Provider No Show	3	12	4	6	8	4	1	9					47
	Issue with Vehicle	0	0	0	0	0	0	0	0					0
	Rider No Show	7	3	4	1	3	7	2	2					29
	Provider Issues	2	9	1	2	1	1	1	2					19
	Facility Issues	0	0	4	1	0	2	2	4					13
	Recip Incident/Injury	0	0	0	0	0	1	1	0					2
	Regional Subtotal	23	41	31	18	16	26	15	29					199
Region 7	Issue w/LogistiCare	12	15	4	2	2	0	2	4					41
	Provider Late	39	53	59	61	75	71	20	44					422
	Issue with Driver	1	2	0	0	0	0	2	1					6
	Provider No Show	25	16	21	14	8	3	8	20					115
	Issue with Vehicle	1	0	0	0	0	0	0	0					1
	Rider No Show	13	9	13	15	17	13	0	11					91
	Provider Issues	1	2	6	1	0	0	18	0					28
	Facility Issues	1	5	0	0	0	0	1	1					8
	Recip Incident/Injury	0	0	2	2	1	0	0	0					5
	Regional Subtotal	93	102	105	95	103	87	51	81					717
Grand Total	Issue w/LogistiCare	73	67	65	49	52	54	98	97					555
	Provider Late	406	342	455	513	447	430	385	361					3,359
	Issue with Driver	10	4	10	12	6	9	6	15					72
	Provider No Show	226	217	222	262	227	208	288	212					1,862
	Issue with Vehicle	1	2	5	3	5	4	7	10					37
	Rider No Show	88	88	133	169	138	173	158	159					1,106
	Provider Issues	29	65	56	39	49	28	36	38					340
	Facility Issues	24	48	44	37	31	51	47	40					322
	Recip Incident/Injury	6	12	16	7	11	11	10	14					87
	State Total	863	845	1,006	1,091	966	968	1,035	966					7,740
% of reservations net cancellations complaint-free		-99.63%	-99.64%	-99.64%	-99.58%	-99.61%	-99.64%	-99.60%	-99.65%					-99.73%
Percent	Issue w/LogistiCare	8.46%	7.93%	6.46%	4.49%	5.38%	5.58%	9.47%	10.04%					7.17%
	Provider Late	47.05%	40.47%	45.23%	47.02%	46.27%	44.42%	37.20%	39.44%					43.40%
	Issue with Driver	1.16%	0.47%	0.99%	1.10%	0.62%	0.93%	0.58%	1.55%					0.93%
	Provider No Show	26.19%	25.68%	22.07%	24.01%	23.50%	21.49%	27.83%	21.95%					24.06%
	Issue with Vehicle	0.12%	0.24%	0.50%	0.27%	0.52%	0.41%	0.68%	1.04%					0.48%
	Rider No Show	10.20%	10.41%	13.22%	15.49%	14.29%	17.87%	15.27%	16.46%					14.29%
	Provider Issues	3.36%	7.69%	5.57%	3.57%	5.07%	2.89%	3.48%	3.93%					4.39%
	Facility Issues	2.78%	5.68%	4.37%	3.39%	3.21%	5.27%	4.54%	4.14%					4.16%
	Recip Incident/Injury	0.70%	1.42%	1.59%	0.64%	1.14%	1.14%	0.97%	1.45%					1.12%
	State Total	100.00%	100%	100%	100%	100%	100%	100%	100%					100%

LogistiCare, Inc.

Mileage By Region and Level of Service for Reservations Net Cancellations

Month:		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
Region 1	A	243,053	227,093	274,881	245,754	238,656	246,612	245,001	267,761					1,988,811	12%
	W	27,084	24,303	27,761	28,916	27,009	28,265	27,846	31,300					222,484	
	S	18,239	12,488	20,529	18,737	18,189	21,347	20,370	17,253					147,152	
	VS	0	0	0	0	232	442	325	254					1,253	
	Regional Subtotal	288,376	263,884	323,171	293,407	284,086	296,666	293,542	316,568					2,359,700	
Region 2	A	276,885	266,261	330,340	307,873	293,635	325,085	330,600	339,749					2,470,428	15%
	W	55,036	58,555	69,329	62,027	58,260	66,336	65,463	64,522					499,528	
	S	8,203	9,248	10,475	7,429	8,476	10,104	9,472	8,637					72,044	
	VS	0	0	216	391	415	428	239	306					1,995	
	Regional Subtotal	340,124	334,064	410,360	377,720	360,786	401,953	405,774	413,214					3,043,995	
Region 3	A	433,235	424,811	505,030	484,943	461,869	503,255	506,409	512,912					3,832,465	24%
	W	99,329	97,581	112,214	106,828	101,600	112,355	112,032	109,733					851,672	
	S	11,514	10,019	12,901	11,087	8,524	8,983	7,931	8,703					79,662	
	VS	0	0	0	1,056	1,453	1,197	1,050	1,122					5,878	
	Regional Subtotal	544,078	532,411	630,145	603,914	573,446	625,791	627,422	632,470					4,769,677	
Region 4	A	394,571	378,719	436,050	419,007	391,968	424,104	411,271	440,798					3,296,488	21%
	W	80,894	76,310	86,983	87,656	82,471	88,372	90,366	91,901					684,953	
	S	13,045	8,892	8,459	8,889	9,358	9,357	9,413	9,920					77,333	
	VS	0	465	1,283	1,140	1,240	1,144	1,291	1,317					7,880	
	Regional Subtotal	488,510	464,386	532,775	516,692	485,037	522,977	512,341	543,936					4,066,654	
Region 5	A	175,366	179,126	224,896	202,715	200,592	213,444	204,349	204,036					1,604,524	10%
	W	36,263	33,868	41,008	39,761	39,394	41,453	38,163	36,736					306,646	
	S	11,932	10,479	14,772	11,404	10,762	11,201	10,953	9,386					90,889	
	VS	0	0	0	211	1,093	918	1,247	1,589					5,058	
	Regional Subtotal	223,561	223,473	280,676	254,091	251,841	267,016	254,712	251,747					2,007,117	
Region 6	A	60,735	59,896	74,845	75,947	74,052	78,168	67,997	74,989					566,629	4%
	W	17,736	15,621	18,396	17,042	16,080	20,234	20,408	20,132					147,649	
	S	2,636	2,421	2,577	2,578	3,043	3,181	2,119	3,292					21,847	
	VS	0	0	0	0	0	0	0	0					0	
	Regional Subtotal	81,107	77,938	95,818	95,567	95,175	101,583	90,524	98,413					736,125	
Region 7	A	207,404	215,579	245,690	219,210	204,177	212,224	199,177	213,826					1,716,287	10%
	W	39,319	37,830	45,039	40,934	38,630	41,460	38,715	43,485					325,412	
	S	1,967	1,725	2,196	2,318	2,106	2,083	2,125	2,474					16,994	
	VS	0	0	0	0	0	36	6	0					42	
	Regional Subtotal	248,690	255,134	292,925	262,462	244,913	255,803	239,023	259,786					2,058,736	
Region Other	A	64,350	63,355	69,832	64,254	60,559	65,900	66,010	64,230					518,490	3 21%
	W	9,233	8,659	9,946	10,520	9,774	11,556	11,265	12,429					83,382	
	S	3,440	2,825	3,290	3,592	3,613	3,073	4,713	4,341					28,887	
	VS	0	0	0	47	10	52	0	0					114	
	Regional Subtotal	77,023	74,839	83,073	78,413	73,956	80,581	81,988	81,000					630,873	
Grand Total	A	1,855,599	1,814,840	2,161,564	2,019,703	1,925,508	2,068,793	2,029,814	2,118,301					15,994,122	100%
	W	364,894	352,727	410,676	393,684	375,218	410,031	404,258	410,238					3,121,726	
	S	70,976	58,097	75,199	66,034	64,071	69,329	67,096	64,006					534,808	
	VS	0	465	1,504	2,845	4,443	4,217	4,158	4,588					22,220	
	State Total	2,291,469	2,226,129	2,648,943	2,482,266	2,369,240	2,552,370	2,505,326	2,597,133					19,672,876	
Percent	A	80.98%	81.52%	81.60%	81.37%	81.27%	81.05%	81.02%	81.56%					81.30%	
	W	15.92%	15.84%	15.50%	15.86%	15.84%	16.06%	16.14%	15.80%					15.87%	
	S	3.10%	2.61%	2.84%	2.66%	2.70%	2.72%	2.68%	2.46%					2.72%	
	VS	0.00%	0.02%	0.06%	0.11%	0.19%	0.17%	0.17%	0.18%					0.11%	
	State Total	100%	100%	100%	100%	100%	100%	100%	100%					100%	
Mile/Trip Avg	A	9.92	9.66	9.65	9.60	9.61	9.59	9.84	9.71					9.70	
	W	8.75	8.61	8.58	8.65	8.62	8.77	8.74	8.65					8.66	
	S	10.69	9.82	11.58	10.98	11.03	11.44	10.94	9.84					10.79	
	VS	0.00	3.18	4.00	5.04	7.22	6.63	6.83	7.97					6.31	
	State Total	9.74	9.48	9.50	9.46	9.46	9.49	9.66	9.50					9.53	
% Region Other		3.36%	3.36%	3.14%	3.16%	3.12%	3.16%	3.27%	3.12%					3.27%	

LogistiCare, Inc. Unduplicated Riders By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
VA Medicaid	12,463	12,535	13,058	12,666	12,515	12,820	12,524	12,921					101,502	68.9%
A	2,319	2,088	2,162	1,955	1,938	1,994	1,996	2,037					16,489	11.2%
S	3,421	3,445	3,699	3,592	3,541	3,730	3,729	3,761					28,918	19.6%
W	0	0	29	61	53	65	65	53					326	0.2%
VS	18,203	18,068	18,948	18,274	18,047	18,609	18,314	18,772					147,235	100.0%
State Total														
Percent	68.5%	69.4%	68.9%	69.3%	69.3%	68.9%	68.4%	68.8%					69%	
A	12.7%	11.6%	11.4%	10.7%	10.7%	10.7%	10.9%	10.9%					11%	
S	18.8%	19.1%	19.5%	19.7%	19.6%	20.0%	20.4%	20.0%					20%	
W	0.0%	0.0%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%					0.22%	
VS	100%	100%	100%	100%	100%	100%	100%	100%					100%	
State Total														
Eligibles	265,928	258,731	263,549	264,417	264,317	265,380	264,708	265,241					2,112,271	
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241					2,063,264	
Total Transportation U/P	88.5%	90.8%	105.8%	99.2%	94.7%	101.4%	98.0%	103.0%					97.7%	
Average Number of Trips for:														
Weekday	10,891	11,438	11,703	11,415	11,724	11,743	11,986	11,844					11,593	
Weekend	2,099	1,890	1,938	1,867	1,854	1,943	1,925	1,939					1,932	

LogistiCare, Inc.

Denied Trip Request By Month and Region

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Has access to vehicle	0	12	34	10	11	13	6	18					104
	Non-covered service	21	40	45	36	45	30	21	31					269
	Lacks 2 days' notice	16	20	21	17	20	32	14	20					160
	Needs 9-1-1	0	0	0	0	1	0	0	0					1
	Ineligible for Medicaid	10	9	8	13	13	14	3	12					82
	Inappropriate Service Level Request	1	2	0	2	1	1	1	0					8
	Refused Closest Provider	31	32	59	27	30	23	29	30					261
Regional Subtotal		79	115	167	105	121	113	74	111					885
Region 2	Has access to vehicle	0	11	37	11	6	12	5	15					97
	Non-covered service	31	41	38	47	34	40	31	31					293
	Lacks 2 days' notice	26	38	37	45	33	39	32	24					274
	Needs 9-1-1	0	0	1	0	0	0	0	0					1
	Ineligible for Medicaid	26	22	23	32	32	23	23	36					217
	Inappropriate Service Level Request	0	1	6	0	2	3	0	0					12
	Refused Closest Provider	22	33	43	31	26	31	21	25					232
Regional Subtotal		105	146	185	166	133	148	112	131					1,126
Region 3	Has access to vehicle	0	10	23	8	6	7	2	5					61
	Non-covered service	27	41	41	30	46	41	35	26					287
	Lacks 2 days' notice	17	36	33	37	44	53	31	27					278
	Needs 9-1-1	0	0	1	0	0	0	0	0					1
	Ineligible for Medicaid	27	52	43	31	48	51	38	60					350
	Inappropriate Service Level Request	0	3	4	1	1	3	0	3					15
	Refused Closest Provider	12	19	7	15	16	19	9	19					116
Regional Subtotal		83	161	152	122	161	174	115	140					1,108
Region 4	Has access to vehicle	0	10	18	4	3	1	3	7					46
	Non-covered service	40	61	45	51	44	46	31	33					351
	Lacks 2 days' notice	27	20	29	57	41	43	28	36					281
	Needs 9-1-1	0	0	0	0	1	0	0	0					1
	Ineligible for Medicaid	50	33	28	44	59	37	40	56					347
	Inappropriate Service Level Request	0	1	1	1	1	2	1	0					7
	Refused Closest Provider	5	12	11	8	12	11	13	8					80
Regional Subtotal		122	137	132	165	161	140	116	140					1,113
Region 5	Has access to vehicle	0	1	4	5	1	2	2	0					15
	Non-covered service	6	10	18	9	5	12	12	9					81
	Lacks 2 days' notice	2	8	4	8	10	9	5	4					50
	Needs 9-1-1	0	0	1	0	0	0	0	0					1
	Ineligible for Medicaid	7	11	9	4	4	10	7	13					65
	Inappropriate Service Level Request	2	1	0	1	0	1	0	0					5
	Refused Closest Provider	5	4	3	1	1	3	1	2					20
Regional Subtotal		22	35	39	28	21	37	27	28					237
Region 6	Has access to vehicle	0	1	6	8	3	1	2	3					24
	Non-covered service	4	10	12	7	10	9	8	4					64
	Lacks 2 days' notice	5	4	1	6	9	7	1	4					37
	Needs 9-1-1	0	0	0	0	0	0	0	0					0
	Ineligible for Medicaid	5	7	3	4	3	8	4	6					40
	Inappropriate Service Level Request	0	0	3	1	0	0	0	1					5
	Refused Closest Provider	4	2	1	3	7	2	2	2					23
Regional Subtotal		18	24	26	29	32	27	17	20					193
Region 7	Has access to vehicle	0	3	5	3	0	0	0	0					11
	Non-covered service	20	31	24	21	43	23	17	28					207
	Lacks 2 days' notice	11	27	16	16	18	22	12	13					135
	Needs 9-1-1	0	0	0	0	0	0	1	0					1
	Ineligible for Medicaid	13	26	22	14	26	9	20	20					150
	Inappropriate Service Level Request	1	4	4	2	0	0	0	0					11
	Refused Closest Provider	3	4	1	1	2	1	1	4					17
Regional Subtotal		48	95	72	57	89	55	51	65					532
Grand Total	Has access to vehicle	0	48	127	49	30	36	20	48					358
	Non-covered service	149	234	223	201	227	201	155	162					1,552
	Lacks 2 days' notice	104	153	141	186	175	205	123	128					1,215
	Needs 9-1-1	0	0	3	0	2	0	1	0					6
	Ineligible for Medicaid	138	160	136	142	185	152	135	203					1,251
	Inappropriate Service Level Request	4	12	18	8	5	10	2	4					63
	Refused Closest Provider	82	106	125	86	94	90	76	90					749
State Total		477	713	773	672	718	694	512	635					5,194

LogistiCare, Inc. Virginia Network Provider Adds and Deletes

Month	Additions	Total Adds	Deletions	Total Deletes
-------	-----------	---------------	-----------	------------------

Aug-04

Monthly Total	0	4
---------------	---	---

YTD Total	14	27
-----------	----	----

LogistiCare, Inc.

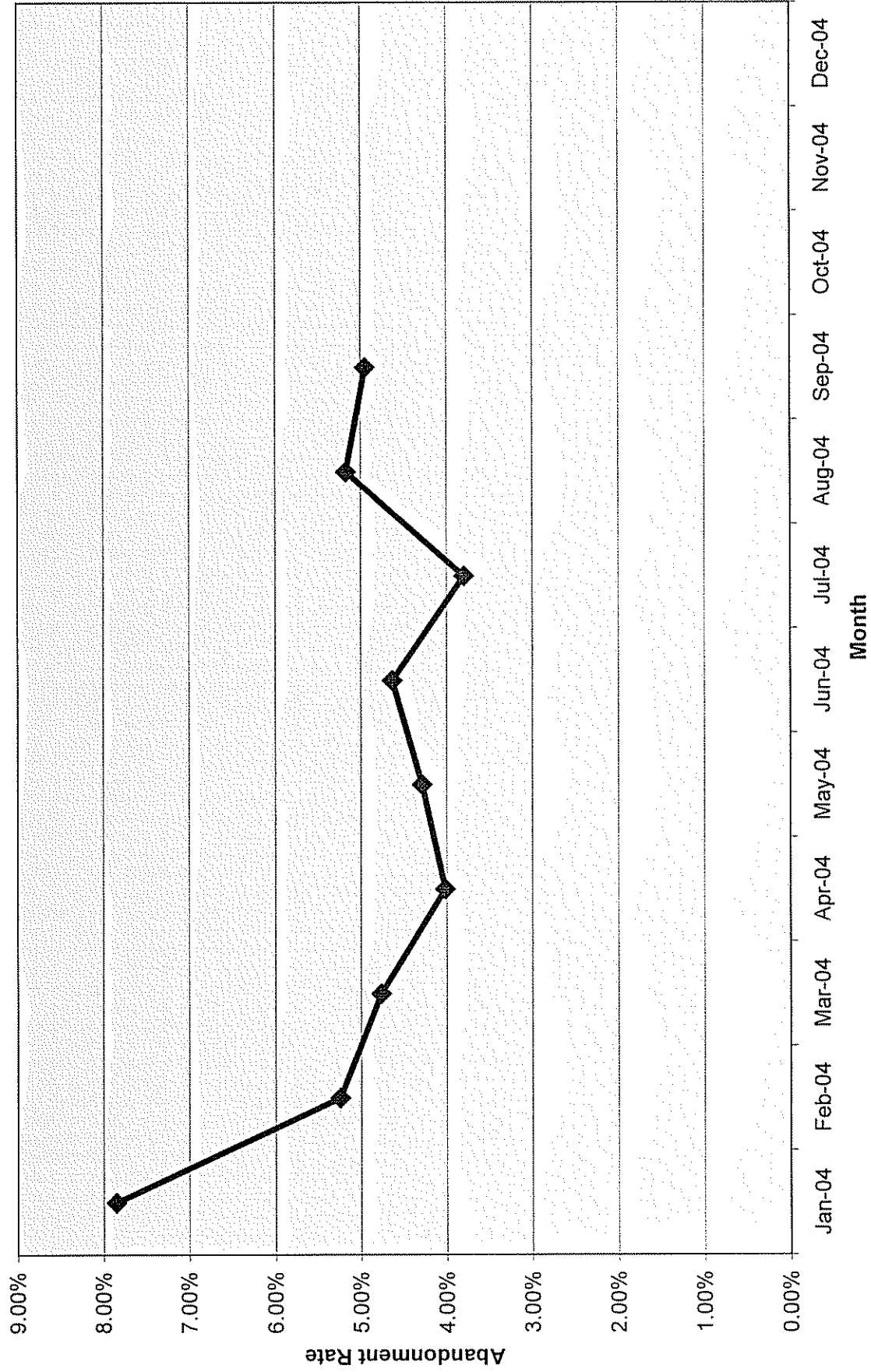
Provider Payment Report

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
Number of Providers															
Paid Within:	30 Days	188	192	119	107	89	143	199	233					1,270	37%
	45 Days	99	82	347	365	410	347	292	259					2,201	63%
	60 Days	0	0	0	0	0	0	0	0					0	0%
State Total		287	274	466	472	499	490	491	492					3,471	100%

LogistiCare, Inc. Call Center Statistics

Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-04	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92.13%
Feb-04	30,628	29,023	1,605	1:32	3:24	1:03	5.24%	94.76%
Mar-04	33,772	32,152	1,608	1:01	3:34	0:52	4.76%	95.20%
Apr-04	33,917	32,554	1,361	0:56	3:18	0:42	4.01%	95.98%
May-04	31,124	29,782	1,333	0:51	3:07	0:47	4.28%	95.69%
Jun-04	33,116	31,579	1,533	1:04	3:09	0:51	4.63%	95.36%
Jul-04	39,032	37,587	1,481	1:04	3:10	0:38	3.79%	96.30%
Aug-04	40,898	38,780	2,114	1:03	3:27	1:03	5.17%	94.82%
Sep-04	33,522	31,864	1,658	0:39	3:32	0:35	4.95%	95.05%
Oct-04								
Nov-04								
Dec-04								
Totals	308,274	293,048	15,225	1:06	3:18	0:53	4.94%	95.06%

**LogistiCare, Inc.
Call Center Abandonment Rate History**



LogistiCare, Inc. Full-Time Equivalent Customer Service Reps @ Beginning of Hour September, 2004

Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
1	2	2	2	2	2	2	3	3	6	13	14	12
2	2	2	2	2	2	2	3	3	6	12	13	12
3	3	3	2	2	2	2	4	4	5	12	15	13
4	3	3	2	2	2	2	3	2	2	2	3	2
5	2	2	2	2	2	2	2	2	2	2	2	2
6	2	2	2	2	2	2	3	3	3	7	7	8
7	2	3	3	3	2	3	3	3	10	18	19	19
8	3	3	3	2	2	2	2	3	5	10	12	12
9	2	2	2	2	2	2	3	3	7	14	14	14
10	2	2	2	2	2	2	2	3	6	12	14	11
11	2	2	2	2	2	2	2	2	3	2	2	3
12	2	2	2	2	2	2	4	2	2	3	3	3
13	2	2	2	2	2	2	3	6	10	18	22	20
14	2	2	2	2	2	2	3	3	9	17	19	16
15	2	2	2	2	2	2	3	4	9	16	18	16
16	2	3	2	3	2	3	5	4	7	15	17	15
17	2	2	2	2	2	2	3	6	8	17	17	14
18	2	2	2	2	2	2	3	2	4	4	5	5
19	2	2	2	2	2	2	2	3	3	2	2	2
20	2	2	2	2	2	2	4	7	11	19	24	21
21	2	2	2	2	2	2	3	4	7	18	20	19
22	2	2	2	2	2	2	3	4	6	14	16	15
23	3	3	3	2	2	2	3	5	7	16	16	15
24	2	2	2	2	2	2	3	5	8	14	15	16
25	2	2	2	2	2	2	3	4	3	3	4	3
26	2	2	2	2	2	2	3	3	4	4	4	6
27	2	2	2	2	2	2	4	7	12	27	27	26
28	2	2	2	2	2	2	4	5	15	27	26	28
29	2	2	2	2	2	2	3	7	13	26	27	27
30	2	2	2	2	2	2	4	7	9	24	24	25

LogistiCare, Inc.

Reservations Net Cancellations By Region, By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	Pctg
Region 1														
A	18,736	17,979	21,753	19,914	18,959	20,052	19,302	20,256	19,255				176,206	85.5%
S	1,184	994	1,316	1,150	1,213	1,266	1,279	1,330	1,169				10,901	5.3%
W	1,953	1,795	2,134	2,105	2,001	2,054	2,075	2,298	2,199				18,616	9.0%
VS	0	0	0	0	23	53	41	28	130				275	0.1%
Regional Subtotal	21,873	20,769	25,203	23,170	22,196	23,425	22,697	23,912	22,753				205,998	8.8%
Region 2														
A	28,045	29,359	35,941	33,597	32,468	36,527	35,920	35,941	33,252				301,060	81.0%
S	998	984	1,208	1,049	1,019	1,113	1,050	1,044	945				9,420	2.5%
W	5,795	6,073	7,441	6,883	6,499	7,089	6,803	6,955	7,121				60,669	16.3%
VS	0	0	29	81	65	47	35	41	70				369	0.1%
Regional Subtotal	34,838	36,416	44,519	41,510	40,051	44,776	43,818	43,991	41,398				371,517	16.0%
Region 3														
A	42,595	43,763	51,237	49,084	46,796	50,232	50,148	51,324	50,915				436,096	79.5%
S	946	895	924	886	747	794	767	829	812				7,600	1.4%
W	10,776	10,843	12,262	11,629	11,000	11,938	11,949	11,959	11,918				104,274	19.0%
VS	0	0	0	120	132	131	86	77	89				635	0.1%
Regional Subtotal	54,318	55,501	64,423	61,719	58,673	63,095	62,951	64,189	63,734				548,605	23.5%
Region 4														
A	47,030	45,110	53,057	50,944	47,948	50,869	46,682	52,572	51,493				445,705	78.0%
S	1,925	1,593	1,359	1,373	1,388	1,474	1,492	1,658	1,564				13,827	2.4%
W	11,529	11,140	12,731	12,185	11,648	12,469	12,597	13,104	12,187				109,690	19.2%
VS	0	146	342	315	271	281	334	341	259				2,289	0.4%
Regional Subtotal	60,585	57,989	67,469	64,817	61,255	65,093	61,105	67,675	65,503				571,511	24.5%
Region 5														
A	14,251	14,354	17,951	16,976	16,421	17,665	16,592	17,281	16,891				148,392	79.4%
S	510	603	678	557	491	517	558	546	571				5,133	2.7%
W	3,208	3,157	3,763	3,711	3,626	3,834	3,707	3,902	3,918				32,828	17.5%
VS	0	0	0	18	104	108	111	89	61				491	0.3%
Regional Subtotal	18,069	18,114	22,404	21,262	20,642	22,124	20,968	21,820	21,441				186,844	8.0%
Region 6														
A	5,816	5,801	7,273	6,948	6,749	7,231	6,521	7,204	6,919				60,562	75.6%
S	347	260	322	317	278	282	283	332	393				2,804	3.5%
W	1,671	1,520	1,786	1,727	1,809	1,990	2,019	2,142	1,987				16,653	20.8%
VS	0	0	4	25	18	0	0	0	2				49	0.1%
Regional Subtotal	7,834	7,581	9,387	9,017	8,854	9,503	8,923	9,678	9,291				80,068	3.4%
Region 7														
A	25,555	26,167	30,076	26,918	25,598	27,212	25,231	27,542	27,030				241,329	80.5%
S	375	366	432	434	425	398	418	499	515				3,852	1.3%
W	5,681	5,509	6,604	6,069	5,855	6,244	5,968	6,366	6,176				54,504	18.2%
VS	0	0	0	0	0	12	2	0	0				14	0.0%
Regional Subtotal	31,611	32,042	37,112	33,421	31,878	33,866	31,619	34,437	33,723				299,699	12.9%
Other Region														
A	4,941	5,322	6,655	5,926	5,469	5,833	5,828	6,032	6,074				52,080	80.9%
S	254	224	256	246	248	228	274	264	231				2,225	3.6%
W	983	942	1,156	1,181	1,086	1,140	1,111	1,243	1,194				10,036	15.6%
VS	0	0	1	6	2	4	0	0	4				17	0.0%
Regional Subtotal	6,178	6,468	8,078	7,359	6,805	7,205	7,213	7,539	7,503				64,368	2.8%
Grand Total														
A	186,970	187,855	223,963	210,307	200,408	215,621	206,325	218,152	211,839				1,861,440	79.9%
S	6,640	5,919	6,495	6,012	5,809	6,131	6,504	6,190	5,762				55,762	2.4%
W	41,696	40,980	47,891	45,451	43,524	46,758	46,229	48,009	46,702				407,270	17.5%
VS	0	0	0	0	0	0	0	0	0				4,138	0.2%
State Total	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241	265,346				2,328,610	100.0%
Percent														
A	79.5%	80.0%	80.4%	80.2%	80.0%	80.1%	79.6%	79.8%	78.8%				78.9%	
S	2.6%	2.5%	2.3%	2.3%	2.3%	2.3%	2.4%	2.4%	2.3%				2.4%	
W	17.7%	17.4%	17.3%	17.3%	17.4%	17.4%	17.6%	17.6%	17.6%				17.5%	
VS	0.0%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%				0.2%	
State Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%	
Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
% Region Other	2.83%	2.76%	2.76%	2.90%	2.80%	2.72%	2.68%	2.78%	2.78%	2.76%	2.78%	2.83%	2.78%	

LogistiCare, Inc.

Public Transportation, Gas Reimbursement and Pharmacy Trips

Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430	16,373	19,595	18,551	17,419	18,468	16,011	18,250	17,907				158,004
Gas Reimbursement	6,210	5,719	6,032	6,181	6,472	6,945	6,621	6,641	6,496				57,317
Grand Total	21,640	22,092	25,627	24,732	23,891	25,413	22,632	24,891	24,403				215,321
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241	265,346				2,328,610
Percent of Total Trips	9.20%	9.40%	9.19%	9.43%	9.54%	9.44%	8.73%	9.11%	9.20%				9.25%
Pharmacy Trips	259	309	434	370	345	398	396	478	458				3,447
Residence to Pharmacy to Residence	6	14	8	34	42	36	56	66	70				332

LogistiCare, Inc.

Complaints By Region and Complaint Type

	Complaint Type:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Issue w/LogisticsCare	6	5	7	8	6	1	5	11	16				65
	Provider Late	25	55	55	43	26	22	40	38	44				348
	Issue with Driver	0	1	3	2	0	2	0	5	2				15
	Provider No Show	8	29	13	26	16	11	25	16	21				165
	Issue with Vehicle	0	0	2	0	2	3	2	1	2				12
	Rider No Show	0	2	32	25	8	3	6	15	21				112
	Provider Issues	2	23	11	11	9	2	7	13	7				85
	Facility Issues	0	6	2	1	0	1	3	1	1				15
	Recip Incident/Injury	0	0	1	0	0	0	0	1	1				3
	Regional Subtotal	41	121	126	116	67	45	88	101	115				820
Region 2	Issue w/LogisticsCare	9	11	23	17	28	37	53	47	32				257
	Provider Late	57	50	81	76	86	105	83	96	73				707
	Issue with Driver	0	0	1	10	5	4	1	5	6				32
	Provider No Show	40	34	45	64	49	64	85	69	56				507
	Issue with Vehicle	0	0	0	0	0	1	2	2	3				8
	Rider No Show	30	44	43	56	62	90	70	67	72				534
	Provider Issues	8	10	10	3	19	12	2	8	11				83
	Facility Issues	16	27	17	25	21	35	24	18	29				212
	Recip Incident/Injury	1	5	5	1	4	2	3	2	4				27
	Regional Subtotal	161	181	225	252	274	350	324	314	286				2,367
Region 3	Issue w/LogisticsCare	15	12	10	6	7	6	10	9	15				90
	Provider Late	40	23	20	47	33	69	68	34	98				432
	Issue with Driver	5	1	0	0	0	3	3	0	6				18
	Provider No Show	60	65	85	66	47	63	53	28	50				497
	Issue with Vehicle	0	2	0	0	0	0	1	7	2				12
	Rider No Show	13	19	23	48	29	35	46	23	18				254
	Provider Issues	1	5	1	3	2	5	3	2	4				26
	Facility Issues	1	7	3	3	4	7	4	8	4				41
	Recip Incident/Injury	4	4	4	3	5	4	2	6	2				34
	Regional Subtotal	139	138	126	176	127	192	190	117	199				1,404
Region 4	Issue w/LogisticsCare	21	8	5	9	6	6	22	19	24				120
	Provider Late	227	149	206	258	207	97	144	137	184				1,609
	Issue with Driver	4	0	1	0	0	0	0	1	1				7
	Provider No Show	79	53	58	69	90	46	105	56	61				617
	Issue with Vehicle	0	0	3	3	3	0	2	0	0				11
	Rider No Show	18	9	14	20	16	16	30	31	39				193
	Provider Issues	14	6	13	11	11	0	1	6	16				78
	Facility Issues	1	2	1	0	1	0	3	3	5				16
	Recip Incident/Injury	1	3	4	1	0	2	2	3	1				17
	Regional Subtotal	365	230	305	371	334	167	309	256	331				2,668
Region 5	Issue w/LogisticsCare	4	6	8	5	3	3	5	4	4				42
	Provider Late	13	5	24	22	17	56	23	24	22				206
	Issue with Driver	0	0	5	0	0	0	0	2	2				9
	Provider No Show	11	8	16	17	9	17	10	14	10				112
	Issue with Vehicle	0	0	0	0	0	0	0	0	0				0
	Rider No Show	7	2	4	4	3	9	4	10	5				48
	Provider Issues	1	10	14	8	7	8	4	7	10				69
	Facility Issues	5	1	17	7	5	6	10	5	16				72
	Recip Incident/Injury	0	0	0	0	1	2	2	2	0				7
	Regional Subtotal	41	32	88	63	45	101	58	68	69				565
Region 6	Issue w/LogisticsCare	6	10	8	2	0	1	1	3	3				34
	Provider Late	5	7	10	6	3	10	7	8	16				72
	Issue with Driver	0	0	0	0	1	0	0	1	1				3
	Provider No Show	3	12	4	6	8	4	1	9	8				55
	Issue with Vehicle	0	0	0	0	0	0	0	0	0				0
	Rider No Show	7	3	4	1	3	7	2	2	2				31
	Provider Issues	2	9	1	2	1	1	1	2	3				22
	Facility Issues	0	0	4	1	0	2	2	4	0				13
	Recip Incident/Injury	0	0	0	0	0	1	1	0	0				2
	Regional Subtotal	23	41	31	18	16	26	15	29	33				232
Region 7	Issue w/LogisticsCare	12	15	4	2	2	0	2	4	2				43
	Provider Late	39	53	59	81	75	71	20	44	46				468
	Issue with Driver	1	2	0	0	0	0	2	1	3				9
	Provider No Show	25	16	21	14	8	3	8	20	18				133
	Issue with Vehicle	1	0	0	0	0	0	0	0	1				2
	Rider No Show	13	9	13	15	17	13	0	11	17				108
	Provider Issues	1	2	6	1	0	0	18	0	7				35
	Facility Issues	1	5	0	0	0	0	1	1	2				10
	Recip Incident/Injury	0	0	2	2	1	0	0	0	2				7
	Regional Subtotal	93	102	105	95	103	87	51	81	98				815
Grand Total	Issue w/LogisticsCare	73	67	65	49	52	54	98	97	96				651
	Provider Late	406	342	455	513	447	430	385	381	483				3,842
	Issue with Driver	10	4	10	12	6	9	6	15	21				93
	Provider No Show	226	217	222	262	227	208	288	212	224				2,086
	Issue with Vehicle	1	2	5	3	5	4	7	10	8				45
	Rider No Show	88	88	133	169	138	173	158	159	174				1,280
	Provider Issues	29	65	56	39	49	28	36	38	58				398
	Facility Issues	24	48	44	37	31	51	47	40	57				379
	Recip Incident/Injury	6	12	16	7	11	11	10	14	10				97
	State Total	863	845	1,006	1,091	966	968	1,035	966	1,131				8,871
% of reservations not cancellations complaint-free		-99.63%	-99.64%	-99.64%	-99.58%	-99.61%	-99.64%	-99.60%	-99.65%	-99.57%				-99.69%
Percent	Issue w/LogisticsCare	8.46%	7.93%	6.46%	4.49%	5.38%	5.58%	9.47%	10.04%	8.49%				7.34%
	Provider Late	47.05%	40.47%	45.23%	47.02%	46.27%	44.42%	37.20%	39.44%	42.71%				43.31%
	Issue with Driver	1.16%	0.47%	0.99%	1.10%	0.62%	0.93%	0.56%	1.55%	1.86%				1.05%
	Provider No Show	26.19%	25.68%	22.07%	24.01%	23.50%	21.49%	27.83%	21.95%	19.81%				23.51%
	Issue with Vehicle	0.12%	0.24%	0.50%	0.27%	0.52%	0.41%	0.68%	1.04%	0.71%				0.51%
	Rider No Show	10.20%	10.41%	13.22%	15.49%	14.29%	17.87%	15.27%	16.46%	15.38%				14.43%
	Provider Issues	3.36%	7.69%	5.57%	3.57%	5.07%	2.89%	3.48%	3.93%	5.13%				4.49%
	Facility Issues	2.78%	5.68%	4.37%	3.39%	3.21%	5.27%	4.54%	4.14%	5.04%				4.27%
	Recip Incident/Injury	0.70%	1.42%	1.58%	0.64%	1.14%	1.14%	0.97%	1.45%	0.88%				1.09%
	State Total	100.00%	100%	100%	100%	100%	100%	100%	100%	100%				100%

LogistiCare, Inc.

Mileage By Region and Level of Service for Reservations Net Cancellations

Month:		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
Region 1	A	243,053	227,093	274,881	245,754	238,656	246,612	245,001	267,761	248,425				2,237,236	12%
	W	27,084	24,303	27,761	28,916	27,009	28,265	27,846	31,300	26,070				248,554	
	S	18,239	12,488	20,529	18,737	18,189	21,347	20,370	17,253	17,101				164,253	
	VS	0	0	0	0	232	442	325	254	1,558				2,811	
	Regional Subtotal	288,376	263,884	323,171	293,407	284,086	296,666	293,542	316,568	293,154				2,652,854	
Region 2	A	276,885	266,261	330,340	307,873	293,635	325,085	330,600	339,749	310,309				2,780,737	15%
	W	55,036	58,555	69,329	62,027	58,260	66,336	65,463	64,522	66,963				566,491	
	S	8,203	9,248	10,475	7,429	8,476	10,104	9,472	8,637	8,793				80,837	
	VS	0	0	216	391	415	428	239	305	660				2,656	
	Regional Subtotal	340,124	334,064	410,360	377,720	360,786	401,953	405,774	413,214	386,725				3,430,720	
Region 3	A	433,235	424,811	505,030	484,943	461,869	503,256	506,409	512,912	514,137				4,346,802	24%
	W	99,329	97,581	112,214	106,828	101,600	112,355	112,032	109,733	110,790				962,462	
	S	11,514	10,019	12,901	11,087	8,524	8,983	7,931	8,703	8,695				88,367	
	VS	0	0	0	1,056	1,453	1,197	1,050	1,122	1,040				5,918	
	Regional Subtotal	544,078	532,411	630,145	603,914	573,446	625,791	627,422	632,470	634,662				5,404,339	
Region 4	A	394,571	378,719	436,050	419,007	391,958	424,104	411,271	440,798	410,428				3,705,916	21%
	W	80,894	76,310	86,983	87,656	82,471	88,372	90,366	91,901	85,579				770,532	
	S	13,045	8,892	8,459	8,889	9,358	9,357	9,413	9,920	9,295				86,628	
	VS	0	465	1,283	1,140	1,240	1,144	1,291	1,317	1,145				9,025	
	Regional Subtotal	488,510	464,386	532,775	516,692	485,037	522,977	512,341	543,936	506,447				4,573,101	
Region 5	A	175,366	179,126	224,696	202,715	200,592	213,444	204,349	204,036	201,605				1,806,129	10%
	W	36,263	33,868	41,008	39,761	39,394	41,453	38,163	36,736	37,711				344,367	
	S	11,932	10,479	14,772	11,404	10,762	11,201	10,953	9,386	9,487				100,376	
	VS	0	0	0	211	1,093	918	1,247	1,589	823				5,881	
	Regional Subtotal	223,561	223,473	280,676	254,091	251,841	267,016	254,712	251,747	249,626				2,256,743	
Region 6	A	60,735	59,896	74,845	75,947	74,052	78,168	67,997	74,989	68,856				635,485	4%
	W	17,736	15,621	18,396	17,042	18,080	20,234	20,408	20,132	18,441				166,090	
	S	2,636	2,421	2,577	2,578	3,043	3,181	2,119	3,292	3,655				25,502	
	VS	0	0	0	0	0	0	0	0	8				8	
	Regional Subtotal	81,107	77,938	95,818	95,567	95,175	101,583	90,524	98,413	90,960				827,085	
Region 7	A	207,404	215,579	245,690	219,210	204,177	212,224	198,177	213,826	210,372				1,926,659	10%
	W	39,319	37,830	45,039	40,934	38,630	41,460	38,715	43,485	42,114				367,526	
	S	1,967	1,725	2,196	2,318	2,106	2,083	2,125	2,474	5,126				22,120	
	VS	0	0	0	0	0	36	6	0	0				42	
	Regional Subtotal	248,690	255,134	292,925	262,462	244,913	255,803	239,023	259,786	257,612				2,316,347	
Region Other	A	64,350	63,355	69,832	64,254	60,559	65,900	66,010	64,230	56,098				574,588	3.17%
	W	9,233	8,659	9,946	10,520	9,774	11,556	11,265	12,429	10,537				93,919	
	S	3,440	2,825	3,290	3,592	3,613	3,073	4,713	4,341	4,153				33,040	
	VS	0	0	0	47	10	52	0	0	2				116	
	Regional Subtotal	77,023	74,839	83,073	78,413	73,956	80,581	81,988	81,000	70,790				701,663	
Grand Total	A	1,855,699	1,814,840	2,161,564	2,019,703	1,925,508	2,068,793	2,029,814	2,118,301	2,020,230				18,014,352	100%
	W	364,894	352,727	410,676	393,684	375,218	410,031	404,258	410,238	398,205				3,519,931	
	S	70,976	58,097	75,199	68,034	64,071	69,329	67,096	64,006	66,305				601,113	
	VS	0	465	1,504	2,845	4,443	4,217	4,158	4,588	5,236				27,456	
	State Total	2,291,469	2,226,129	2,648,943	2,482,266	2,369,240	2,552,370	2,505,326	2,597,133	2,489,976				22,162,852	
Percent	A	80.98%	81.52%	81.60%	81.37%	81.27%	81.05%	81.02%	81.56%	81.13%				81.28%	
	W	15.92%	15.84%	15.50%	15.86%	15.84%	16.06%	16.14%	15.80%	15.99%				15.88%	
	S	3.10%	2.61%	2.84%	2.66%	2.70%	2.72%	2.68%	2.46%	2.66%				2.71%	
	VS	0.00%	0.02%	0.06%	0.11%	0.19%	0.17%	0.17%	0.18%	0.21%				0.12%	
	State Total	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	
Mile/Trip Avg	A	9.92	9.66	9.65	9.60	9.61	9.59	9.84	9.71	9.54				9.58	
	W	8.75	8.61	8.58	8.65	8.62	8.77	8.74	8.65	8.53				8.64	
	S	10.69	9.82	11.58	10.98	11.03	11.44	10.94	9.84	10.71				10.78	
	VS	0.00	3.18	4.00	6.04	7.22	6.63	6.83	7.97	8.51				6.64	
	State Total	9.74	9.48	9.50	9.46	9.46	9.49	9.66	9.50	9.38				9.52	
% Region Other		3.36%	3.36%	3.14%	3.16%	3.12%	3.16%	3.27%	3.12%	2.84%				3.17%	

LogistiCare, Inc. Unduplicated Riders By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
VA Medicaid														
A	12,463	12,535	13,058	12,666	12,515	12,820	12,524	12,921	13,086				114,558	68.9%
S	2,319	2,088	2,162	1,955	1,938	1,994	1,996	2,037	1,938				18,427	11.1%
W	3,421	3,445	3,699	3,592	3,541	3,730	3,729	3,761	3,873				32,791	19.7%
VS	0	0	29	61	53	65	65	53	89				415	0.2%
State Total	18,203	18,068	18,948	18,274	18,047	18,609	18,314	18,772	18,956				166,191	100.0%
Percent														
A	68.5%	69.4%	68.9%	69.3%	69.3%	68.9%	68.4%	68.8%	68.9%				69%	
S	12.7%	11.6%	11.4%	10.7%	10.7%	10.7%	10.9%	10.9%	10.2%				11%	
W	18.8%	19.1%	19.5%	19.7%	19.6%	20.0%	20.4%	20.0%	20.4%				20%	
VS	0.0%	0.0%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.5%				0.25%	
State Total	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	
Eligibles	265,928	258,731	263,549	264,417	264,317	265,380	264,708	265,241	271,967				2,384,238	
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241	265,346				2,328,610	
Total Transportation U/P	88.5%	90.8%	105.8%	99.2%	94.7%	101.4%	98.0%	103.0%	97.6%				97.7%	
Average Number of Trips for:														
Weekday	10,891	11,438	11,703	11,415	11,724	11,743	11,986	11,844	12,082				11,647	
Weekend	2,099	1,890	1,938	1,867	1,854	1,943	1,925	1,939	1,880				1,926	

LogistiCare, Inc.

Denied Trip Request By Month and Region

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Has access to vehicle	0	12	34	10	11	13	6	18	12				116
	Non-covered service	21	40	45	36	45	30	21	31	25				294
	Lacks 2 days' notice	16	20	21	17	20	32	14	20	19				179
	Needs 9-1-1	0	0	0	0	1	0	0	0	0				1
	Ineligible for Medicaid	10	9	8	13	13	14	3	12	10				92
	Inappropriate Service Level Request	1	2	0	2	1	1	1	0	0				8
	Refused Closest Provider	31	32	59	27	30	23	29	30	35				296
Regional Subtotal		79	115	167	105	121	113	74	111	101				986
Region 2	Has access to vehicle	0	11	37	11	6	12	5	15	8				105
	Non-covered service	31	41	38	47	34	40	31	31	37				330
	Lacks 2 days' notice	26	38	37	45	33	39	32	24	22				296
	Needs 9-1-1	0	0	1	0	0	0	0	0	0				1
	Ineligible for Medicaid	26	22	23	32	32	23	23	36	30				247
	Inappropriate Service Level Request	0	1	6	0	2	3	0	0	0				12
	Refused Closest Provider	22	33	43	31	26	31	21	25	23				255
Regional Subtotal		105	146	185	166	133	148	112	131	120				1,246
Region 3	Has access to vehicle	0	10	23	8	6	7	2	5	4				65
	Non-covered service	27	41	41	30	46	41	35	26	37				324
	Lacks 2 days' notice	17	36	33	37	44	53	31	27	22				300
	Needs 9-1-1	0	0	1	0	0	0	0	0	0				1
	Ineligible for Medicaid	27	52	43	31	48	51	38	60	44				394
	Inappropriate Service Level Request	0	3	4	1	1	3	0	3	0				15
	Refused Closest Provider	12	19	7	15	16	19	9	19	12				128
Regional Subtotal		83	161	152	122	161	174	115	140	119				1,227
Region 4	Has access to vehicle	0	10	18	4	3	1	3	7	2				48
	Non-covered service	40	61	45	51	44	46	31	33	44				395
	Lacks 2 days' notice	27	20	29	57	41	43	28	36	32				313
	Needs 9-1-1	0	0	0	0	1	0	0	0	0				1
	Ineligible for Medicaid	50	33	28	44	59	37	40	56	43				390
	Inappropriate Service Level Request	0	1	1	1	1	2	1	0	0				7
	Refused Closest Provider	5	12	11	8	12	11	13	8	10				90
Regional Subtotal		122	137	132	165	161	140	116	140	131				1,244
Region 5	Has access to vehicle	0	1	4	5	1	2	2	0	1				16
	Non-covered service	6	10	18	9	5	12	12	9	8				89
	Lacks 2 days' notice	2	8	4	8	10	9	5	4	6				56
	Needs 9-1-1	0	0	1	0	0	0	0	0	0				1
	Ineligible for Medicaid	7	11	9	4	4	10	7	13	11				76
	Inappropriate Service Level Request	2	1	0	1	0	1	0	0	0				5
	Refused Closest Provider	5	4	3	1	1	3	1	2	3				23
Regional Subtotal		22	35	39	28	21	37	27	28	29				266
Region 6	Has access to vehicle	0	1	6	8	3	1	2	3	1				25
	Non-covered service	4	10	12	7	10	9	8	4	7				71
	Lacks 2 days' notice	5	4	1	6	9	7	1	4	6				43
	Needs 9-1-1	0	0	0	0	0	0	0	0	0				0
	Ineligible for Medicaid	5	7	3	4	3	8	4	6	5				45
	Inappropriate Service Level Request	0	0	3	1	0	0	0	1	0				5
	Refused Closest Provider	4	2	1	3	7	2	2	2	4				27
Regional Subtotal		18	24	26	29	32	27	17	20	23				216
Region 7	Has access to vehicle	0	3	5	3	0	0	0	0	0				11
	Non-covered service	20	31	24	21	43	23	17	28	30				237
	Lacks 2 days' notice	11	27	16	16	18	22	12	13	10				145
	Needs 9-1-1	0	0	0	0	0	0	1	0	0				1
	Ineligible for Medicaid	13	26	22	14	26	9	20	20	23				173
	Inappropriate Service Level Request	1	4	4	2	0	0	0	0	0				11
	Refused Closest Provider	3	4	1	1	2	1	1	4	2				19
Regional Subtotal		48	95	72	57	89	55	51	55	65				597
Grand Total	Has access to vehicle	0	48	127	49	30	36	20	48	28				386
	Non-covered service	149	234	223	201	227	201	155	162	188				1,740
	Lacks 2 days' notice	104	153	141	186	175	205	123	128	117				1,332
	Needs 9-1-1	0	0	3	0	2	0	1	0	0				6
	Ineligible for Medicaid	138	160	136	142	185	152	135	203	166				1,417
	Inappropriate Service Level Request	4	12	18	8	5	10	2	4	0				63
	Refused Closest Provider	82	106	125	86	94	90	76	90	89				838
State Total		477	713	773	672	718	694	512	635	588				5,782

LogistiCare, Inc.
Virginia Network Provider Adds and Deletes

Month	Additions	Total Adds	Deletions	Total Deletes
-------	-----------	------------	-----------	---------------

Sep-04 1 7

Monthly Total	1	7
YTD Total	15	34

LogistiCare, Inc.

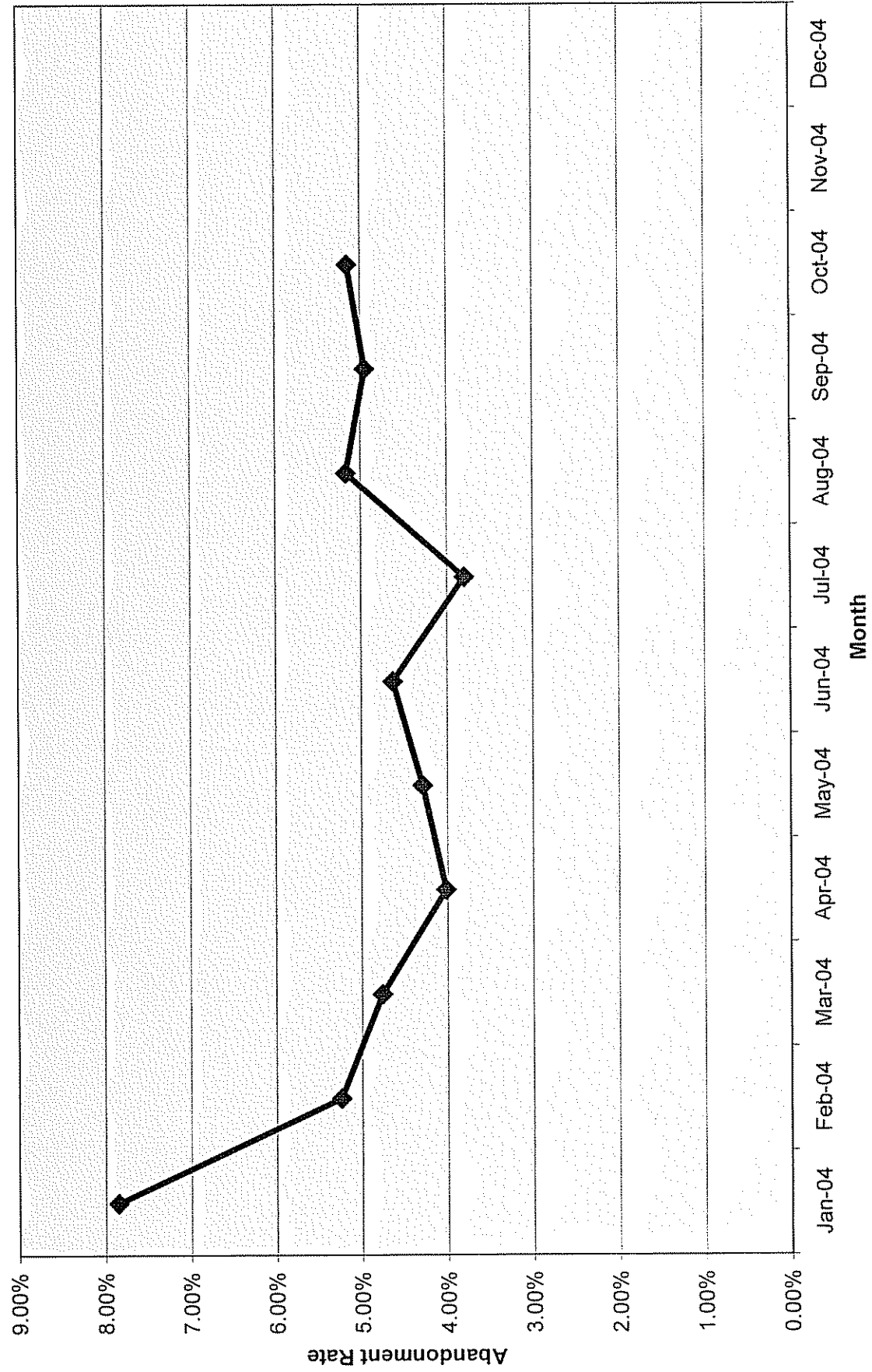
Provider Payment Report

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
Number of Providers														
Paid Within: 30 Days	188	192	119	107	89	143	199	233	252				1,522	39%
45 Days	99	82	347	365	410	347	292	259	214				2,415	61%
60 Days	0	0	0	0	0	0	0	0	0				0	0%
<i>State Total</i>	287	274	466	472	499	490	491	492	466				3,937	100%

LogistiCare, Inc. Call Center Statistics

Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-04	32,265	29,727	2,532	1:44	2:59	1:26	7.85%	92.13%
Feb-04	30,628	29,023	1,605	1:32	3:24	1:03	5.24%	94.76%
Mar-04	33,772	32,152	1,608	1:01	3:34	0:52	4.76%	95.20%
Apr-04	33,917	32,554	1,361	0:56	3:18	0:42	4.01%	95.98%
May-04	31,124	29,782	1,333	0:51	3:07	0:47	4.28%	95.69%
Jun-04	33,116	31,579	1,533	1:04	3:09	0:51	4.63%	95.36%
Jul-04	39,032	37,587	1,481	1:04	3:10	0:38	3.79%	96.30%
Aug-04	40,898	38,780	2,114	1:03	3:27	1:03	5.17%	94.82%
Sep-04	33,522	31,864	1,658	0:39	3:32	0:35	4.95%	95.05%
Oct-04	32,969	31,272	1,697	0:59	3:35	0:54	5.15%	94.85%
Nov-04								
Dec-04								
Totals	341,243	324,320	16,922	1:05	3:19	0:53	4.96%	95.04%

**LogistiCare, Inc.
Call Center Abandonment Rate History**



LogistiCare, Inc. Full-Time Equivalent Customer Service Reps @ Beginning of Hour October, 2004

Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
1	3	4	3	4	4	4	7	7	7	12	13	13	14	14	16	17	16	8	6	4	4	3	4	2
2	2	2	2	2	2	2	3	3	4	3	4	4	5	5	6	3	4	2	2	2	2	2	3	3
3	2	2	2	2	2	2	3	2	3	3	4	4	5	4	4	5	4	3	3	3	3	2	3	2
4	2	2	2	2	2	2	6	10	18	18	21	20	20	20	23	20	17	10	8	8	5	5	6	2
5	2	2	2	2	2	2	6	10	19	18	18	21	20	20	20	18	15	10	7	5	3	2	3	2
6	2	2	2	2	2	2	5	8	19	19	18	18	20	15	20	17	19	9	6	5	4	3	4	2
7	2	2	2	2	2	2	3	7	16	16	18	19	15	18	18	17	16	6	6	4	3	2	2	3
8	3	3	3	3	3	3	5	7	18	18	18	19	18	17	18	18	17	10	5	4	4	3	4	2
9	2	2	2	2	2	2	4	3	4	4	4	5	5	5	5	3	4	2	2	2	2	2	3	3
10	3	3	3	3	3	3	4	3	2	2	2	2	3	4	4	3	3	2	2	2	2	2	4	2
11	2	2	2	2	2	2	7	9	18	18	19	19	14	14	16	17	15	6	5	5	4	4	4	2
12	2	2	2	2	2	2	5	7	13	13	15	13	16	13	17	16	16	9	6	5	4	3	5	3
13	2	2	2	2	2	2	5	9	14	14	15	13	14	12	13	13	14	8	7	6	4	2	3	2
14	2	2	2	2	2	2	6	7	14	14	16	13	15	14	13	14	14	10	6	5	3	2	4	3
15	3	3	3	3	3	3	4	6	12	15	15	18	15	13	14	18	15	10	6	5	5	4	5	2
16	2	2	2	2	2	2	4	3	4	4	4	4	4	4	4	4	3	2	2	2	2	2	3	2
17	2	2	2	2	2	2	4	3	3	3	3	3	5	4	5	5	4	3	3	3	3	3	4	3
18	2	2	2	2	2	2	7	11	15	18	17	18	17	17	20	18	17	13	9	8	7	6	8	2
19	2	2	2	2	2	2	5	9	13	14	13	13	15	12	15	15	17	12	9	8	6	5	5	2
20	2	2	2	2	2	2	5	9	12	13	11	10	14	13	13	15	13	8	5	6	3	3	5	2
21	2	2	2	2	2	2	4	8	18	20	18	20	16	16	21	19	19	7	5	5	3	3	5	2
22	2	2	2	2	2	2	4	7	13	17	14	16	13	12	12	12	15	8	5	6	5	4	6	2
23	2	2	2	2	2	2	3	3	4	4	5	5	5	5	5	4	4	3	2	2	2	2	4	2
24	2	2	2	2	2	2	4	3	2	2	3	2	3	4	4	3	3	2	2	2	2	2	4	2
25	2	2	2	2	2	2	7	10	21	21	22	23	18	18	24	22	24	14	8	9	7	5	7	2
26	2	2	2	2	2	2	4	8	18	20	20	18	14	14	14	15	15	9	8	8	3	2	4	2
27	2	2	2	2	2	2	5	8	13	19	19	12	15	15	16	16	18	12	9	8	6	4	4	3
28	3	3	3	3	3	3	3	5	10	15	17	18	15	18	17	17	18	9	6	7	3	2	2	2
29	2	2	2	2	2	2	6	9	13	14	14	14	16	14	17	14	16	9	7	6	4	3	4	3
30	2	2	2	2	2	2	4	6	8	11	11	9	9	9	10	9	10	6	4	4	4	4	4	2

LogistiCare, Inc.
Reservations Net Cancellations By Region, By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	Pctg
Region 1														
A	18,736	17,978	21,753	19,914	18,959	20,052	19,302	20,256	19,255	19,550			195,755	85.5%
S	1,184	994	1,316	1,150	1,213	1,266	1,279	1,330	1,169	1,137			12,038	6.3%
W	1,953	1,796	2,134	2,106	2,001	2,054	2,075	2,298	2,199	2,036			20,652	9.0%
VS	0	0	0	0	23	53	41	28	130	144			419	0.2%
Regional Subtotal	21,873	20,769	25,203	23,170	22,196	23,425	22,697	23,912	22,763	22,867			228,865	8.8%
Region 2														
A	28,045	29,359	35,941	33,597	32,468	36,527	35,920	35,941	33,262	34,630			335,690	81.0%
S	998	984	1,208	1,049	1,019	1,113	1,060	1,044	945	1,055			10,475	2.5%
W	5,795	6,073	7,441	6,863	6,499	7,089	6,803	6,955	7,121	7,349			68,018	16.4%
VS	0	0	29	81	65	47	35	41	70	91			459	0.1%
Regional Subtotal	34,838	36,416	44,619	41,510	40,051	44,776	43,818	43,981	41,398	43,125			414,542	16.0%
Region J														
A	42,595	43,763	51,237	49,084	46,796	50,232	50,149	51,324	50,915	51,734			487,830	79.5%
S	946	895	924	886	747	794	767	829	812	854			8,454	1.4%
W	10,778	10,843	12,262	11,629	11,000	11,938	11,949	11,959	11,918	11,994			116,268	19.0%
VS	0	0	0	129	132	131	86	77	89	91			726	0.1%
Regional Subtotal	54,318	55,501	64,423	61,719	58,675	63,095	62,951	64,189	63,734	64,673			613,278	23.6%
Region 4														
A	47,030	45,110	53,057	50,944	47,948	50,869	46,662	52,572	51,493	52,166			497,871	78.0%
S	1,926	1,593	1,359	1,373	1,388	1,474	1,482	1,558	1,564	1,581			15,408	2.4%
W	11,629	11,140	12,731	12,185	11,648	12,469	12,597	13,104	12,187	12,402			122,082	18.1%
VS	0	146	342	315	271	281	334	341	259	236			2,523	0.4%
Regional Subtotal	60,585	57,989	67,489	64,817	61,255	65,093	61,105	67,675	65,503	66,385			637,898	24.6%
Region 5														
A	14,251	14,384	17,961	15,975	16,421	17,555	16,592	17,261	16,691	16,468			164,860	79.4%
S	610	603	678	557	491	517	558	546	571	585			5,728	2.8%
W	3,208	3,157	3,765	3,711	3,626	3,834	3,707	3,902	3,918	3,735			36,953	17.6%
VS	0	0	0	18	104	108	111	89	61	25			516	0.2%
Regional Subtotal	18,069	18,114	22,404	21,262	20,642	22,124	20,968	21,820	21,441	20,823			207,667	8.0%
Region 6														
A	5,816	5,801	7,273	6,948	6,749	7,231	6,521	7,204	6,919	6,868			67,430	75.6%
S	347	280	322	317	278	282	283	332	383	388			3,192	3.6%
W	1,671	1,520	1,788	1,727	1,809	1,990	2,019	2,142	1,987	1,927			18,580	20.8%
VS	0	0	4	25	18	0	0	0	2	1			50	0.1%
Regional Subtotal	7,834	7,581	9,387	9,017	8,854	9,503	8,923	9,678	9,291	9,184			89,252	3.4%
Region 7														
A	25,555	26,167	30,076	28,918	25,598	27,212	25,231	27,542	27,030	25,652			285,981	80.4%
S	375	366	432	434	425	388	418	499	515	515			4,367	1.3%
W	5,681	5,509	6,604	6,069	5,855	6,244	5,968	6,396	6,178	6,128			60,632	18.3%
VS	0	0	0	0	0	12	0	0	0	0			14	0.0%
Regional Subtotal	31,611	32,042	37,112	33,421	31,876	33,856	31,619	34,437	33,723	32,295			331,954	12.8%
Other Region														
A	4,941	5,322	6,655	5,926	5,469	5,833	5,828	6,032	6,074	6,011			58,101	81.0%
S	254	224	256	246	248	228	274	264	231	290			2,515	3.5%
W	983	942	1,156	1,181	1,086	1,140	1,111	1,243	1,194	1,086			11,122	16.5%
VS	0	0	1	6	2	4	0	0	4	0			17	0.0%
Regional Subtotal	6,178	6,488	8,078	7,359	6,805	7,205	7,213	7,538	7,503	7,387			71,755	2.8%
Grand Total														
A	185,970	187,855	223,953	210,307	200,408	215,621	206,325	218,152	211,839	213,079			2,074,519	79.9%
S	6,640	5,919	6,495	6,012	5,809	6,062	6,131	6,504	6,190	6,415			62,177	2.4%
W	41,698	40,980	47,881	45,491	43,524	46,529	46,229	48,099	46,702	45,657			453,927	17.5%
VS	0	146	378	565	615	636	608	576	615	588			4,728	0.2%
State Total	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241	265,346	265,739			2,595,349	100%
Percent														
A	79.5%	80.0%	80.4%	80.2%	80.0%	80.1%	79.6%	79.8%	79.8%	79.9%			79.5%	
S	2.8%	2.5%	2.3%	2.3%	2.3%	2.3%	2.4%	2.4%	2.3%	2.4%			2.4%	
W	17.7%	17.4%	17.2%	17.3%	17.4%	17.4%	17.6%	17.6%	17.6%	17.5%			17.5%	
VS	0.0%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%			0.2%	
State Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%	
Month:														
Jan-04	2.83%	2.76%	2.80%	2.72%	2.72%	2.80%	2.78%	2.78%	2.78%	2.77%			2.78%	
% Region/Other														

LogistiCare, Inc.

Public Transportation, Gas Reimbursement and Pharmacy Trips

Month:	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Public Transportation	15,430	16,373	19,595	18,551	17,419	18,468	16,011	18,250	17,907	17,210			175,214
Gas Reimbursement	6,210	5,719	6,032	6,181	6,472	6,945	6,621	6,641	6,496	6,790			64,107
Grand Total	21,640	22,092	25,627	24,732	23,891	25,413	22,632	24,891	24,403	24,000			239,321
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241	265,346	266,739			2,595,349
Percent of Total Trips	9.20%	9.40%	9.19%	9.43%	9.54%	9.44%	8.73%	9.11%	9.20%	9.00%			9.22%
Pharmacy Trips	259	309	434	370	345	398	396	478	458	521			3,968
Residence to Pharmacy to Residence	6	14	8	34	42	36	56	66	70	86			418

LogistiCare, Inc.

Complaints By Region and Complaint Type

	Complaint Type	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Issue w/LogistiCare	6	5	7	8	6	1	5	11	16	5			70
	Provider Late	25	55	55	43	26	22	40	38	44	42			350
	Issue with Driver	0	1	3	2	0	2	0	5	2	3			18
	Provider No Show	8	29	13	26	16	11	25	16	21	14			179
	Issue with Vehicle	0	0	2	0	2	3	2	1	2	0			12
	Rider No Show	0	2	32	25	8	3	6	15	21	13			125
	Provider Issues	2	23	11	11	9	2	7	13	7	13			98
	Facility Issues	0	6	2	1	0	1	3	1	1	2			17
	Recip Incident/Injury	0	0	1	0	0	0	0	1	1	0			3
	Regional Subtotal	41	121	126	116	67	45	88	101	115	92			912
Region 2	Issue w/LogistiCare	9	11	23	17	28	37	53	47	32	32			289
	Provider Late	57	50	81	76	86	105	83	96	73	76			783
	Issue with Driver	0	0	1	10	5	4	1	5	6	15			47
	Provider No Show	40	34	45	64	49	64	86	69	56	69			576
	Issue with Vehicle	0	0	0	0	0	1	2	2	3	0			8
	Rider No Show	30	44	43	56	62	90	70	67	72	74			608
	Provider Issues	8	10	10	3	19	12	2	8	11	3			86
	Facility Issues	16	27	17	25	21	35	24	18	29	14			226
	Recip Incident/Injury	1	5	5	1	4	2	3	2	4	0			27
	Regional Subtotal	161	181	225	252	274	350	324	314	286	283			2,650
Region 3	Issue w/LogistiCare	15	12	10	6	7	6	10	9	15	7			97
	Provider Late	40	23	20	47	33	69	68	34	6	90			522
	Issue with Driver	5	1	0	0	0	3	3	0	6	14			32
	Provider No Show	60	65	65	66	47	63	53	28	50	32			529
	Issue with Vehicle	0	2	0	0	0	0	1	7	2	1			13
	Rider No Show	13	19	23	48	29	35	46	23	18	29			283
	Provider Issues	1	5	1	3	2	5	3	2	4	4			30
	Facility Issues	1	7	3	3	4	7	4	8	4	6			47
	Recip Incident/Injury	4	4	4	3	5	4	2	6	2	3			37
	Regional Subtotal	139	138	126	176	127	192	190	117	199	186			1,590
Region 4	Issue w/LogistiCare	21	8	5	9	6	6	22	19	24	28			148
	Provider Late	227	149	205	258	207	97	144	137	184	270			1,879
	Issue with Driver	4	0	1	0	0	0	0	1	1	2			9
	Provider No Show	79	53	58	69	90	46	105	56	61	89			706
	Issue with Vehicle	0	0	3	3	3	0	2	0	0	16			27
	Rider No Show	18	9	14	20	16	16	30	31	39	36			229
	Provider Issues	14	6	13	11	11	0	1	6	16	5			83
	Facility Issues	1	2	1	0	1	0	3	3	5	3			19
	Recip Incident/Injury	1	3	4	1	0	2	2	3	1	3			20
	Regional Subtotal	365	230	305	371	334	167	309	256	331	452			3,120
Region 5	Issue w/LogistiCare	4	6	8	5	3	3	5	4	4	5			47
	Provider Late	13	5	24	22	17	56	23	24	22	15			221
	Issue with Driver	0	0	5	0	0	0	0	2	2	1			10
	Provider No Show	11	8	16	17	9	17	10	14	10	4			116
	Issue with Vehicle	0	0	0	0	0	0	0	0	0	0			0
	Rider No Show	7	2	4	4	3	9	4	10	5	6			54
	Provider Issues	1	10	14	8	7	8	4	7	10	1			70
	Facility Issues	5	1	17	7	5	6	10	5	16	3			75
	Recip Incident/Injury	0	0	0	0	1	2	2	2	0	1			8
	Regional Subtotal	41	32	88	63	45	101	58	68	69	36			601
Region 6	Issue w/LogistiCare	6	10	8	2	0	1	1	3	3	0			34
	Provider Late	5	7	10	6	3	10	7	8	16	3			75
	Issue with Driver	0	0	0	0	1	0	0	1	1	0			3
	Provider No Show	3	12	4	6	8	4	1	9	8	11			66
	Issue with Vehicle	0	0	0	0	0	0	0	0	0	0			0
	Rider No Show	7	3	4	1	3	7	2	2	2	3			34
	Provider Issues	2	9	1	2	1	1	1	2	3	3			25
	Facility Issues	0	0	4	1	0	2	2	4	0	1			14
	Recip Incident/Injury	0	0	0	0	0	1	1	0	0	0			2
	Regional Subtotal	23	41	31	18	16	26	15	29	33	21			253
Region 7	Issue w/LogistiCare	12	15	4	2	2	0	2	4	2	0			43
	Provider Late	39	53	59	61	75	71	20	44	46	24			492
	Issue with Driver	1	2	0	0	0	0	2	1	3	1			10
	Provider No Show	25	16	21	14	8	3	8	20	18	13			146
	Issue with Vehicle	1	0	0	0	0	0	0	0	1	0			2
	Rider No Show	13	9	13	15	17	13	0	11	17	4			112
	Provider Issues	1	2	6	1	0	0	18	0	7	2			37
	Facility Issues	1	5	0	0	0	0	1	1	2	0			10
	Recip Incident/Injury	0	0	2	2	1	0	0	0	2	1			8
	Regional Subtotal	93	102	105	95	103	87	51	81	98	45			660
Grand Total	Issue w/LogistiCare	73	67	65	49	52	54	98	97	96	77			728
	Provider Late	406	342	455	513	447	430	385	381	483	520			4,362
	Issue with Driver	10	4	10	12	6	9	6	15	21	36			129
	Provider No Show	226	217	222	262	227	289	288	212	224	232			2,318
	Issue with Vehicle	1	2	5	3	5	4	7	10	8	17			62
	Rider No Show	88	88	133	169	138	173	158	159	174	165			1,445
	Provider Issues	29	65	56	39	49	28	36	38	58	31			429
	Facility Issues	24	48	44	37	31	51	47	40	57	29			408
	Recip Incident/Injury	6	12	16	7	11	11	10	14	10	8			105
	State Total	863	845	1,006	1,091	966	968	1,035	966	1,131	1,115			9,986
% of reservations not cancellations complaint-free		-99.63%	-99.64%	-99.64%	-99.58%	-99.51%	-99.64%	-99.60%	-99.65%	-99.57%	-99.58%			-99.66%
Percent	Issue w/LogistiCare	8.46%	7.93%	6.46%	4.49%	5.38%	5.58%	9.47%	10.04%	8.49%	6.91%			7.29%
	Provider Late	47.05%	40.47%	45.23%	47.02%	46.27%	44.42%	37.20%	39.44%	42.71%	46.64%			43.68%
	Issue with Driver	1.16%	0.47%	0.99%	1.10%	0.62%	0.93%	0.58%	1.56%	1.86%	3.23%			1.29%
	Provider No Show	26.19%	25.68%	22.07%	24.01%	23.50%	21.49%	27.83%	21.95%	19.81%	20.81%			23.21%
	Issue with Vehicle	0.12%	0.24%	0.50%	0.27%	0.52%	0.41%	0.68%	1.04%	0.71%	1.52%			0.62%
	Rider No Show	10.20%	10.41%	13.22%	15.49%	14.29%	17.87%	15.27%	16.46%	15.38%	14.80%			14.47%
	Provider Issues	3.36%	7.69%	5.57%	3.57%	5.07%	2.89%	3.48%	3.93%	5.13%	2.78%			4.30%
	Facility Issues	2.78%	5.68%	4.37%	3.39%	3.21%	5.27%	4.54%	4.14%	5.04%	2.60%			4.09%
	Recip Incident/Injury	0.70%	1.42%	1.59%	0.64%	1.14%	1.14%	0.97%	1.45%	0.88%	0.72%			1.05%
	State Total	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%

LogistiCare, Inc.

Mileage By Region and Level of Service for Reservations Net Cancellations

Month:		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	
Region 1	A	243,053	227,093	274,881	245,754	238,656	246,612	245,001	267,761	248,425	243,303			2,480,539	12%
	W	27,084	24,303	27,761	28,916	27,009	28,265	27,846	31,300	26,070	27,105			275,659	
	S	18,239	12,488	20,529	18,737	18,189	21,347	20,370	17,253	17,101	15,421			179,674	
	VS	0	0	0	0	232	442	325	254	1,558	1,690			4,501	
	Regional Subtotal	288,376	263,884	323,171	293,407	284,086	296,666	293,542	316,568	293,154	287,519			2,940,373	
Region 2	A	276,885	266,261	330,340	307,873	293,635	325,085	330,600	339,749	310,309	318,368			3,099,105	16%
	W	55,036	58,555	69,329	62,027	58,260	66,336	65,463	64,522	66,963	70,523			637,014	
	S	8,203	9,248	10,475	7,429	8,476	10,104	9,472	8,637	6,793	9,474			90,311	
	VS	0	0	216	391	415	428	239	306	660	582			3,237	
	Regional Subtotal	340,124	334,064	410,360	377,720	360,786	401,953	405,774	413,214	386,725	398,947			3,829,667	
Region 3	A	433,235	424,811	505,030	484,943	461,669	503,256	506,409	512,912	514,137	521,990			4,868,592	25%
	W	99,329	97,581	112,214	106,828	101,600	112,355	112,032	109,733	110,790	110,710			1,073,172	
	S	11,514	10,019	12,901	11,087	8,524	8,983	7,931	8,703	8,695	854			89,211	
	VS	0	0	0	1,056	1,453	1,197	1,050	1,122	1,040	966			7,884	
	Regional Subtotal	544,078	532,411	630,145	603,914	573,446	625,791	627,422	632,470	634,662	634,520			6,038,659	
Region 4	A	394,571	378,719	436,050	419,007	391,968	424,104	411,271	440,798	410,428	413,610			4,120,526	21%
	W	80,894	76,310	86,983	87,656	82,471	88,372	90,366	91,901	85,579	80,893			851,425	
	S	13,045	8,892	8,459	8,889	9,358	9,357	9,413	9,920	9,295	10,555			97,183	
	VS	0	465	1,283	1,140	1,240	1,144	1,291	1,317	1,145	831			9,856	
	Regional Subtotal	488,510	464,386	532,775	516,692	485,037	522,977	512,341	543,936	506,447	505,889			5,078,990	
Region 5	A	175,366	179,126	224,896	202,715	200,592	213,444	204,349	204,036	201,605	191,098			1,997,227	10%
	W	36,263	33,868	41,008	39,761	39,394	41,453	38,163	36,736	37,711	36,513			380,870	
	S	11,932	10,479	14,772	11,404	10,762	11,201	10,953	9,386	9,487	10,238			110,614	
	VS	0	0	0	211	1,093	916	1,247	1,589	823	90			5,971	
	Regional Subtotal	223,561	223,473	280,676	254,091	251,841	267,016	254,712	251,747	249,626	237,939			2,494,662	
Region 6	A	60,735	59,896	74,845	75,947	74,052	78,168	67,997	74,989	68,856	68,846			704,331	4%
	W	17,736	15,621	18,396	17,042	18,080	20,234	20,408	20,132	18,441	17,431			183,521	
	S	2,636	2,421	2,577	2,578	3,043	3,181	2,119	3,292	3,655	388			25,890	
	VS	0	0	0	0	0	0	0	0	8	1			9	
	Regional Subtotal	81,107	77,938	95,818	95,567	95,175	101,583	90,624	98,413	90,960	86,666			913,751	
Region 7	A	207,404	215,579	245,690	219,210	204,177	212,224	198,177	213,826	210,372	201,662			2,128,321	10%
	W	39,319	37,830	45,039	40,934	38,630	41,460	38,715	43,485	42,114	41,043			408,569	
	S	1,967	1,725	2,195	2,318	2,106	2,083	2,125	2,474	5,126	2,262			24,382	
	VS	0	0	0	0	0	36	6	0	0	566			608	
	Regional Subtotal	248,690	255,134	292,925	262,462	244,913	255,803	239,023	259,785	257,612	245,533			2,561,880	
Region Other	A	64,350	63,355	69,832	64,254	60,559	65,900	66,010	64,230	56,098	53,866			628,464	3.13%
	W	9,233	8,659	9,946	10,520	9,774	11,556	11,265	12,429	10,537	10,325			104,244	
	S	3,440	2,825	3,290	3,592	3,613	3,073	4,713	4,341	4,153	5,084			38,124	
	VS	0	0	5	47	10	52	0	0	2	153			269	
	Regional Subtotal	77,023	74,839	83,073	78,413	73,956	80,581	81,988	81,000	70,790	69,428			771,091	
Grand Total	A	1,855,599	1,814,840	2,161,564	2,019,703	1,925,508	2,068,793	2,029,814	2,118,301	2,020,230	2,012,743			20,027,095	100%
	W	364,894	352,727	410,676	393,684	375,218	410,031	404,268	410,238	398,205	394,543			3,914,474	
	S	70,976	58,097	75,199	66,034	64,071	69,329	67,096	64,006	66,305	54,276			655,309	
	VS	0	465	1,504	2,845	4,443	4,217	4,158	4,588	5,236	4,879			32,335	
	State Total	2,291,469	2,226,129	2,648,943	2,482,266	2,369,240	2,552,370	2,505,326	2,597,133	2,489,976	2,466,441			24,629,293	
Percent	A	80.98%	81.52%	81.60%	81.37%	81.27%	81.05%	81.02%	81.56%	81.13%	81.61%			81.31%	
	W	15.92%	15.84%	15.50%	15.86%	15.84%	16.06%	16.14%	15.80%	15.99%	16.00%			15.89%	
	S	3.10%	2.61%	2.84%	2.66%	2.70%	2.72%	2.68%	2.46%	2.66%	2.20%			2.66%	
	VS	0.00%	0.02%	0.06%	0.11%	0.19%	0.17%	0.17%	0.18%	0.21%	0.20%			0.13%	
	State Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	
Mile/Trip Avg	A	9.92	9.66	9.65	9.60	9.61	9.59	9.84	9.71	9.54	9.45			9.65	
	W	8.75	8.61	8.58	8.65	8.62	8.77	8.74	8.55	8.53	8.46			8.62	
	S	10.69	9.82	11.58	10.98	11.03	11.44	10.94	9.84	10.71	8.46			10.54	
	VS	0.00	3.18	4.00	5.04	7.22	6.63	6.83	7.97	8.61	8.30			6.84	
	State Total	9.74	9.48	9.50	9.46	9.46	9.49	9.66	9.50	9.38	9.25			9.49	
% Region/Other		3.36%	3.36%	3.14%	3.16%	3.12%	3.16%	3.27%	3.12%	2.84%	2.87%			3.13%	

LogistiCare, Inc. Unduplicated Riders By Level of Service

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
VA Medicaid														
A	12,463	12,535	13,058	12,666	12,515	12,820	12,524	12,921	13,056	13,105			127,663	68.9%
S	2,319	2,088	2,162	1,955	1,938	1,994	1,996	2,037	1,938	1,958			20,385	11.0%
W	3,421	3,445	3,699	3,592	3,541	3,730	3,729	3,761	3,873	3,852			36,643	19.8%
VS	0	0	29	61	53	65	65	53	89	95			510	0.3%
State Total	18,203	18,068	18,948	18,274	18,047	18,609	18,314	18,772	18,956	19,010			185,201	100.0%
Percent														
A	68.5%	69.4%	68.9%	69.3%	69.3%	68.9%	68.4%	68.8%	68.9%	68.9%			69%	
S	12.7%	11.6%	11.4%	10.7%	10.7%	10.7%	10.9%	10.9%	10.2%	10.3%			11%	
W	18.8%	19.1%	19.5%	19.7%	19.6%	20.0%	20.4%	20.0%	20.4%	20.3%			20%	
VS	0.0%	0.0%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.5%	0.5%			0.28%	
State Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	
Eligibles	265,928	258,731	263,549	264,417	264,317	265,380	264,708	265,241	271,967	271,025			2,655,263	
Total Trips	235,306	234,900	278,715	262,375	250,356	269,077	259,294	273,241	265,346	266,739			2,595,349	
Total Transportation U/P	88.5%	90.8%	105.8%	99.2%	94.7%	101.4%	98.0%	103.0%	97.6%	98.4%			97.7%	
Average Number of Trips for:														
Weekday	10,891	11,438	11,703	11,415	11,724	11,743	11,986	11,844	12,082	12,236			11,706	
Weekend	2,099	1,890	1,938	1,867	1,854	1,943	1,925	1,939	1,880	1,984			1,932	

LogistiCare, Inc.

Denied Trip Request By Month and Region

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals
Region 1	Has access to vehicle	0	12	34	10	11	13	6	18	12	12			128
	Non-covered service	21	40	45	36	45	30	21	31	25	39			333
	Lacks 2 days' notice	16	20	21	17	20	32	14	20	19	23			202
	Needs 9-1-1	0	0	0	0	1	0	0	0	0	0			1
	Ineligible for Medicaid	10	9	8	13	13	14	3	12	10	8			100
	Inappropriate Service Level Request	1	2	0	2	1	1	1	0	0	1			9
	Refused Closest Provider	31	32	59	27	30	23	29	30	35	26			322
Regional Subtotal		79	115	167	105	121	113	74	111	101	109			1,095
Region 2	Has access to vehicle	0	11	37	11	6	12	5	15	8	12			117
	Non-covered service	31	41	38	47	34	40	31	31	37	31			361
	Lacks 2 days' notice	26	38	37	45	33	39	32	24	22	28			324
	Needs 9-1-1	0	0	1	0	0	0	0	0	0	0			1
	Ineligible for Medicaid	26	22	23	32	32	23	23	36	30	23			270
	Inappropriate Service Level Request	0	1	6	0	2	3	0	0	0	1			13
	Refused Closest Provider	22	33	43	31	26	31	21	25	23	18			273
Regional Subtotal		105	146	185	166	133	148	112	131	120	113			1,359
Region 3	Has access to vehicle	0	10	23	8	6	7	2	5	4	4			69
	Non-covered service	27	41	41	30	46	41	35	26	37	29			353
	Lacks 2 days' notice	17	36	33	37	44	53	31	27	22	25			325
	Needs 9-1-1	0	0	1	0	0	0	0	0	0	0			1
	Ineligible for Medicaid	27	52	43	31	48	51	38	60	44	25			419
	Inappropriate Service Level Request	0	3	4	1	1	3	0	3	0	0			15
	Refused Closest Provider	12	19	7	15	16	19	9	19	12	26			154
Regional Subtotal		83	161	152	122	161	174	115	140	119	109			1,336
Region 4	Has access to vehicle	0	10	18	4	3	1	3	7	2	4			52
	Non-covered service	40	61	45	51	44	46	31	33	44	29			424
	Lacks 2 days' notice	27	20	29	57	41	43	28	36	32	24			337
	Needs 9-1-1	0	0	0	0	1	0	0	0	0	0			1
	Ineligible for Medicaid	50	33	28	44	59	37	40	56	43	31			421
	Inappropriate Service Level Request	0	1	1	1	1	2	1	0	0	0			7
	Refused Closest Provider	5	12	11	8	12	11	13	8	10	12			102
Regional Subtotal		122	137	132	165	161	140	116	140	131	100			1,344
Region 5	Has access to vehicle	0	1	4	5	1	2	2	0	1	1			17
	Non-covered service	6	10	18	9	5	12	12	9	8	5			94
	Lacks 2 days' notice	2	8	4	8	10	9	5	4	6	6			62
	Needs 9-1-1	0	0	1	0	0	0	0	0	0	0			1
	Ineligible for Medicaid	7	11	9	4	4	10	7	13	11	11			87
	Inappropriate Service Level Request	2	1	0	1	0	1	0	0	0	0			5
	Refused Closest Provider	5	4	3	1	1	3	1	2	3	3			26
Regional Subtotal		22	35	39	28	21	37	27	28	29	26			292
Region 6	Has access to vehicle	0	1	6	8	3	1	2	3	1	2			27
	Non-covered service	4	10	12	7	10	9	8	4	7	10			81
	Lacks 2 days' notice	5	4	1	6	9	7	1	4	6	1			44
	Needs 9-1-1	0	0	0	0	0	0	0	0	0	0			0
	Ineligible for Medicaid	5	7	3	4	3	8	4	6	5	1			46
	Inappropriate Service Level Request	0	0	3	1	0	0	0	1	0	0			5
	Refused Closest Provider	4	2	1	3	7	2	2	2	4	6			33
Regional Subtotal		18	24	26	29	32	27	17	20	23	20			236
Region 7	Has access to vehicle	0	3	5	3	0	0	0	0	0	6			17
	Non-covered service	20	31	24	21	43	23	17	28	30	18			255
	Lacks 2 days' notice	11	27	16	16	18	22	12	13	10	30			175
	Needs 9-1-1	0	0	0	0	0	0	1	0	0	0			1
	Ineligible for Medicaid	13	26	22	14	26	9	20	20	23	16			189
	Inappropriate Service Level Request	1	4	4	2	0	0	0	0	0	0			11
	Refused Closest Provider	3	4	1	1	2	1	1	4	2	2			21
Regional Subtotal		48	95	72	57	89	55	51	65	65	72			669
Grand Total	Has access to vehicle	0	48	127	49	30	36	20	48	28	41			427
	Non-covered service	149	234	223	201	227	201	155	162	188	161			1,901
	Lacks 2 days' notice	104	153	141	186	175	205	123	128	117	137			1,469
	Needs 9-1-1	0	0	3	0	2	0	1	0	0	0			6
	Ineligible for Medicaid	138	160	136	142	185	152	135	203	166	115			1,632
	Inappropriate Service Level Request	4	12	18	8	5	10	2	4	0	2			65
	Refused Closest Provider	62	106	125	86	94	90	76	90	89	93			931
State Total		477	713	773	672	718	694	512	635	588	549			6,331

LogistiCare, Inc.

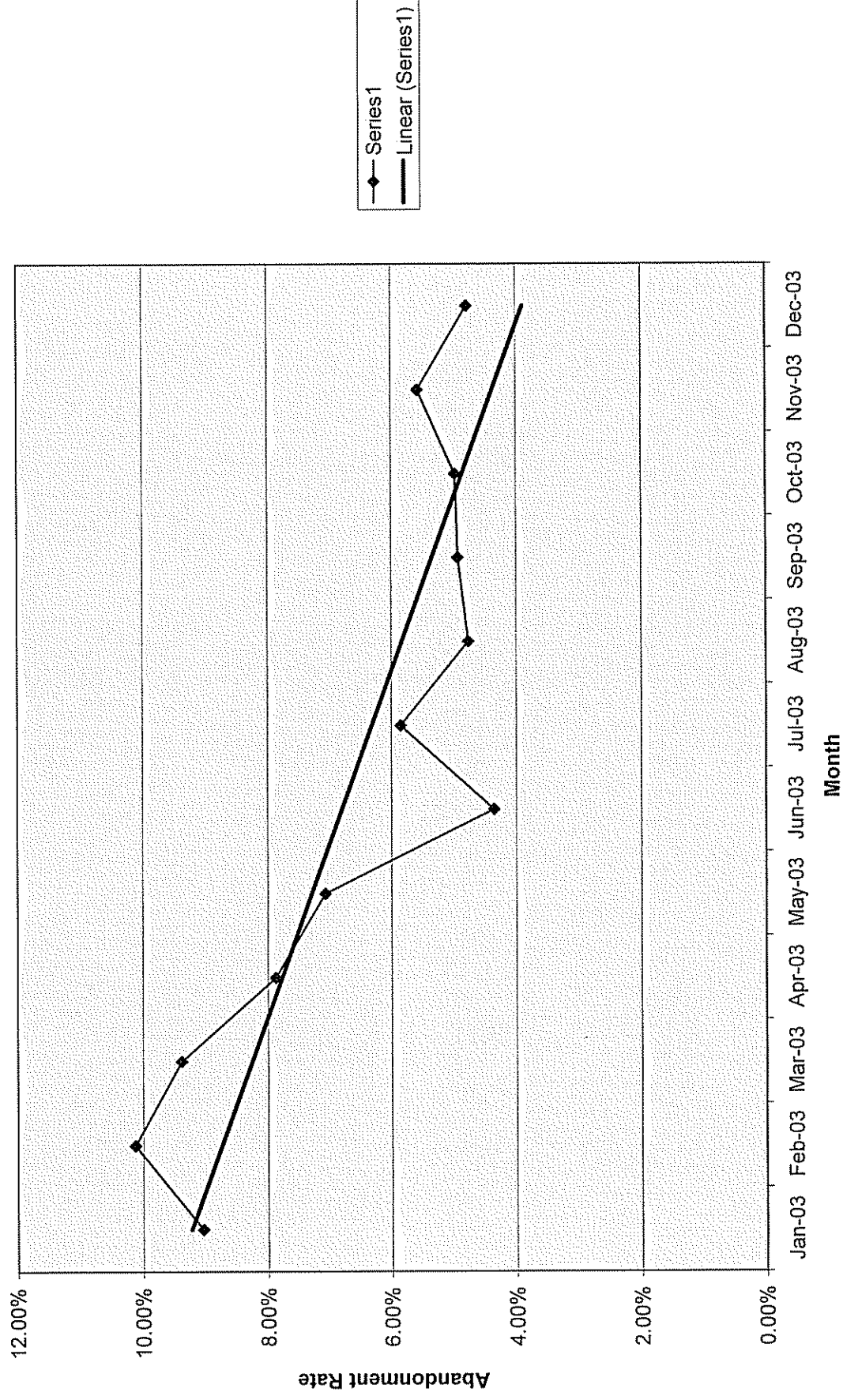
Provider Payment Report

		Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Totals	%
Number of Providers															
Paid Within:	30 Days	188	192	119	107	89	143	199	233	252	175			1,697	39%
	45 Days	99	82	347	365	410	347	292	259	214	283			2,698	61%
	60 Days	0	0	0	0	0	0	0	0	0	0			0	0%
State Total		287	274	466	472	499	490	491	492	466	458			4,395	100%

Telephone Systems Report

Call Center Phone Systems Report By Month								
Month	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Time	Average Talk Time	Average Speed Answered	% of Calls Abandoned	% of Calls Answered
Jan-03	38,437	34,962	3,475	2:12	4:11	2:14	9.04%	91%
Feb-03	33,637	30,233	3,404	2:22	3:49	2:15	10.12%	90%
Mar-03	33,911	30,729	3,182	2:14	3:41	2:13	9.38%	91%
Apr-03	31,021	28,579	2,442	2:45	3:48	2:09	7.87%	92%
May-03	30,617	28,454	2,163	2:04	3:17	1:51	7.06%	93%
Jun-03	31,514	30,143	1,371	2:04	3:08	1:25	4.35%	96%
Jul-03	32,010	30,138	1,872	2:13	3:12	1:57	5.85%	94%
Aug-03	31,229	29,743	1,486	1:30	2:59	1:30	4.76%	95%
Sep-03	32,904	31,284	1,620	1:50	2:59	1:46	4.92%	95%
Oct-03	35,229	33,478	1,751	1:51	2:59	1:30	4.97%	95%
Nov-03	28,694	27,092	1,598	1:47	2:46	1:21	5.57%	94%
Dec-03	30,376	28,916	1,452	1:17	2:52	1:01	4.78%	95%
Totals	389,579	363,751	25,816	2:01	3:18	1:46	6.63%	93%

Telephone Systems Chart



Monthly Call Center Staffing Report

December 2003 LogistiCare Full-Time Equivalent Customer Service Representatives at Beginning of Hour																								
Date of Month	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
1	2	2	2	2	2	2	4	7	14	25	28	24	18	17	26	23	18	12	10	8	7	5	3	2
2	2	2	2	2	2	2	3	5	11	16	16	15	17	17	20	21	16	11	7	7	6	5	2	2
3	2	2	2	2	2	2	3	4	10	15	15	14	14	14	16	17	12	7	6	4	5	3	3	3
4	3	3	3	3	3	3	4	5	9	14	15	15	13	15	17	19	15	10	7	7	6	5	2	1
5	2	2	2	2	2	2	4	3	10	14	15	15	12	14	16	18	14	7	5	6	6	5	3	2
6	2	2	2	2	2	2	4	2	2	3	3	3	4	5	5	5	4	3	2	2	2	2	2	2
7	2	2	2	2	2	2	3	2	2	2	2	2	3	3	3	3	2	1	1	1	1	1	2	2
8	2	2	2	2	2	2	4	7	13	27	27	26	24	24	25	24	20	11	8	8	6	6	4	3
9	3	3	3	3	3	3	4	7	11	18	18	21	18	17	20	20	15	10	7	6	6	5	3	2
10	2	2	2	2	2	2	4	4	6	11	17	17	17	16	16	19	20	16	11	7	7	6	3	2
11	2	2	2	2	2	2	3	4	8	14	15	15	14	15	18	18	17	11	6	6	7	4	3	2
12	2	2	2	2	2	2	3	4	9	13	15	15	15	14	18	18	16	12	6	7	5	4	3	2
13	2	2	2	2	2	2	3	2	2	2	3	3	4	4	5	5	4	3	2	2	2	2	1	1
14	1	1	1	1	1	1	1	2	2	1	1	2	3	3	4	3	2	1	2	2	1	1	2	2
15	2	2	2	2	2	2	4	6	11	22	23	24	20	16	20	21	17	10	7	6	5	4	3	1
16	2	2	2	2	2	2	2	4	7	14	18	18	14	15	12	14	14	8	6	4	3	3	4	2
17	2	2	1	1	2	2	3	5	9	13	13	13	12	12	13	15	14	10	6	3	3	4	3	2
18	2	2	2	2	2	2	4	5	8	11	14	13	13	14	16	16	11	8	5	4	3	3	2	2
19	2	2	2	2	2	2	3	4	9	14	16	16	13	14	15	17	13	7	4	4	4	3	2	2
20	2	2	2	2	2	2	3	3	2	3	3	3	4	4	4	4	5	3	1	2	2	2	2	3
21	3	3	3	2	2	2	3	2	2	2	2	2	2	4	4	4	3	2	2	1	2	2	2	2
22	2	2	2	1	2	2	4	8	13	16	19	21	18	16	22	23	13	11	7	8	4	3	2	2
23	2	2	2	2	2	2	3	4	10	13	15	12	15	13	14	14	9	7	5	4	3	2	2	2
24	2	2	2	2	2	2	3	5	9	14	13	10	11	8	7	4	5	5	4	4	2	2	2	2
25	2	2	2	2	2	2	4	2	2	4	2	2	4	3	3	5	3	3	4	3	2	2	3	3
26	3	3	3	3	3	3	3	3	7	10	11	11	10	9	11	11	7	6	3	4	2	1	2	2
27	2	2	2	2	2	2	4	2	2	2	3	3	5	4	5	5	4	3	3	3	3	3	3	3
28	3	3	3	3	3	3	4	4	2	2	2	3	3	3	4	4	4	4	3	3	3	3	3	3
29	3	3	3	3	3	3	4	8	12	19	21	24	19	20	20	22	14	10	7	6	5	4	3	2
30	2	2	2	2	2	2	4	7	11	15	16	16	14	16	13	15	9	5	6	5	3	3	2	2
31	2	2	2	1	2	2	4	6	11	16	17	17	15	16	17	17	10	6	4	4	4	3	2	2

Reservations NET Cancellations

RESERVATIONS net CANCELLATIONS for each MONTH, REGION and LEVEL of SERVICE															
Month:	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Totals	Pctg	
Region 1	A	20,539	18,111	20,294	21,473	20,530	20,143	25,178	20,379	21,805	21,741	18,124	18,596	246,913	86.9%
	S	1,313	1,218	1,359	1,187	1,232	1,110	1,096	1,099	1,118	1,170	1,113	1,191	14,206	5.0%
	W	1,852	1,622	1,990	2,113	1,989	2,039	2,039	1,862	1,858	2,111	1,733	1,841	23,022	8.1%
	Regional Subtotal	23,704	20,951	23,643	24,773	23,751	23,265	28,313	23,340	24,781	25,022	20,970	21,628	284,141	9.0%
Region 2	A	32,263	28,750	33,737	34,230	33,442	33,081	36,899	33,460	32,675	36,126	29,945	29,659	394,267	82.5%
	S	861	836	919	881	864	848	937	913	950	1,055	909	1,055	11,028	2.3%
	W	6,009	4,925	5,776	6,010	6,003	5,909	6,353	6,181	6,281	6,926	6,061	6,107	72,541	15.2%
	Regional Subtotal	39,133	34,511	40,432	41,121	40,309	39,838	44,189	40,554	39,906	44,107	36,915	36,821	477,836	15.1%
Region 3	A	47,837	44,420	50,431	52,240	51,320	48,107	54,334	51,455	46,488	52,156	43,823	49,016	591,627	78.7%
	S	1,055	918	1,003	1,010	976	828	869	959	911	923	819	839	11,110	1.5%
	W	12,983	11,606	13,054	12,989	12,379	11,953	12,829	12,397	11,827	13,418	11,469	12,338	149,242	19.8%
	Regional Subtotal	61,875	56,944	64,488	66,239	64,675	60,888	68,032	64,811	59,226	66,497	56,111	62,193	751,979	23.8%
Region 4	A	48,731	44,084	48,991	51,705	52,019	50,842	56,310	52,363	50,242	56,293	49,433	52,281	613,294	79.4%
	S	1,643	1,482	1,774	1,783	1,928	1,902	2,026	2,006	1,962	2,106	1,877	1,948	22,437	2.9%
	W	11,460	10,246	11,129	11,629	11,387	11,013	11,910	11,404	10,842	12,432	11,054	12,165	136,671	17.7%
	Regional Subtotal	61,834	55,812	61,894	65,117	65,334	63,757	70,246	65,773	63,046	70,831	62,364	66,394	772,402	24.5%
Region 5	A	13,190	11,942	12,971	13,875	14,184	13,119	14,869	15,819	16,923	19,279	16,522	16,854	179,547	78.1%
	S	658	610	770	744	680	717	705	714	725	757	665	635	8,380	3.6%
	W	3,467	3,124	3,442	3,280	3,352	3,503	3,837	3,588	3,632	3,952	3,352	3,512	42,041	18.3%
	Regional Subtotal	17,315	15,676	17,183	17,899	18,216	17,339	19,411	20,121	21,280	23,988	20,539	21,001	229,968	7.3%
Region 6	A	6,462	5,546	6,559	7,267	7,589	6,764	7,516	7,507	6,865	7,554	6,401	6,323	82,453	77.8%
	S	274	282	218	246	298	300	344	373	303	332	287	354	3,611	3.4%
	W	1,558	1,331	1,546	1,669	1,754	1,664	1,748	1,717	1,719	1,876	1,603	1,664	19,849	18.7%
	Regional Subtotal	8,294	7,159	8,323	9,182	9,641	8,728	9,508	9,597	8,887	9,662	8,291	8,341	105,913	3.4%
Region 7	A	27,282	23,128	24,479	24,366	25,043	24,082	27,369	25,977	24,670	30,451	27,539	31,300	315,666	80.9%
	S	539	419	485	447	456	483	522	437	436	500	374	398	5,496	1.4%
	W	5,722	4,867	5,442	5,718	5,949	5,659	5,987	5,691	5,516	6,326	5,737	6,489	69,103	17.7%
	Regional Subtotal	33,543	28,414	30,406	30,531	31,448	30,224	33,878	32,105	30,622	37,277	33,650	38,187	390,265	12.4%
Other Region	A	15,604	12,352	9,892	10,018	9,559	9,377	9,919	8,962	8,460	8,487	7,052	5,528	115,210	78.7%
	S	477	403	411	344	331	366	384	408	335	341	304	229	4,333	3.0%
	W	3,413	2,925	2,329	2,291	2,260	2,066	2,268	2,182	2,040	2,175	1,840	1,121	26,910	18.4%
	Regional Subtotal	19,494	15,680	12,632	12,653	12,150	11,809	12,571	11,552	10,835	11,003	9,196	6,878	146,453	4.6%
Grand Total	A	211,908	188,333	207,354	215,174	213,666	205,515	232,394	215,922	208,128	232,187	198,839	209,557	2,538,997	80.4%
	S	6,820	6,168	6,939	6,642	6,765	6,554	6,909	6,740	7,184	6,348	6,649	80,601	80,601	2.6%
	W	46,464	40,646	44,708	45,999	45,073	43,779	46,971	45,022	43,715	49,216	42,849	45,237	539,379	17.1%
	State Total	265,192	235,147	259,001	267,515	265,524	255,848	286,248	267,853	258,563	288,587	248,036	261,443	3,158,977	100.0%
Percent	A	79.9%	80.1%	80.1%	80.4%	80.5%	80.3%	81.2%	80.6%	80.5%	80.5%	80.2%	80.2%	80.4%	
	S	2.6%	2.6%	2.7%	2.5%	2.5%	2.6%	2.4%	2.6%	2.6%	2.5%	2.6%	2.5%	2.6%	
	W	17.5%	17.3%	17.3%	17.1%	17.0%	17.1%	16.4%	16.8%	16.9%	17.1%	17.3%	17.3%	17.1%	
	State Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Month:	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Totals		

Public Transportation and Gas Reimbursement Trips

Public Transportation and Gas Reimbursement													
Month:	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Totals
Public Transportation	12,867	11,800	13,471	13,682	13,626	13,939	15,722	14,278	13,784	17,372	16,598	18,720	175,859
Gas Reimbursement	7,082	6,582	7,471	7,700	7,761	7,504	7,527	7,524	7,644	8,378	6,875	5,864	87,912
Grand Total	19,949	18,382	20,942	21,382	21,387	21,443	23,249	21,802	21,428	25,750	23,473	24,584	263,771
Total Trips	265,192	235,147	259,001	267,515	265,524	255,848	286,248	267,853	258,583	288,587	248,036	261,443	3,158,977
Percent of Total Trips	7.52%	7.82%	8.09%	7.99%	8.05%	8.38%	8.12%	8.14%	8.29%	8.92%	9.46%	9.40%	8.35%
Month:	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Totals

COMPLAINTS for each MONTH, REGION and COMPLAINT TYPE

Region:	Complaint Type:	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
Region 1	Issue w/LogistiCare						10	1	0	9	3	4	4
	Provider Late						34	26	39	42	8	9	11
	Issue with Driver						3	1	2	3	1	0	0
	Provider No Show						49	45	47	27	22	12	11
	Issue with Vehicle						3	1	1	0	0	0	0
	Rider No Show						2	4	11	13	3	10	5
	Provider Issues						8	3	5	13	2	13	4
	Facility Issues						4	1	5	0	1	1	0
	Recip Incident/Injury						0	0	0	3	1	3	0
	Regional Subtotal	0	0	0	0	0	113	82	110	110	41	52	35
Region 2	Issue w/LogistiCare						5	24	40	22	37	7	7
	Provider Late						63	75	59	76	109	68	65
	Issue with Driver						3	0	2	0	0	0	1
	Provider No Show						30	19	27	43	41	25	24
	Issue with Vehicle						0	0	0	0	0	0	0
	Rider No Show						10	9	26	49	38	17	25
	Provider Issues						3	4	6	7	14	3	9
	Facility Issues						4	2	7	13	17	6	14
	Recip Incident/Injury						1	0	0	0	1	3	0
	Regional Subtotal	0	0	0	0	0	119	133	167	210	257	129	145
Region 3	Issue w/LogistiCare						8	11	20	16	28	12	11
	Provider Late						43	115	125	145	66	70	36
	Issue with Driver						3	0	0	2	4	2	5
	Provider No Show						46	56	68	78	87	73	86
	Issue with Vehicle						2	6	0	0	3	2	2
	Rider No Show						13	2	17	18	29	40	16
	Provider Issues						13	12	6	10	10	6	5
	Facility Issues						1	0	3	7	2	7	2
	Recip Incident/Injury						0	0	3	1	4	0	0
	Regional Subtotal	0	0	0	0	0	129	202	242	277	233	212	163

Totals
31
169
10
213
5
48
48
12
7
543
142
515
6
209
0
174
46
63
5
1,160
106
600
16
494
15
135
62
22
8
1,458

93
746
1
348
8
83
54
23
1
1357
26
126
3
56
0
10
9
6
0
236
12
60
4
32
0
10
8
2
0
128
41
324
22
92

16
34
12
6
2
549
451
2,540
62
1,444
44
494
239
134
23
5,431
99.83%
8.30%
46.77%
1.14%
26.59%
0.81%
9.10%
4.40%
2.47%
0.42%
100%

Mileage Report by Region

MILEAGE for each MONTH, REGION and LEVEL of SERVICE for Reservations net Cancellations.													
Month:	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Totals
Region 1	A	332,989	295,863	334,535	320,289	291,976	322,252	309,171	315,880	339,228	319,933	257,136	239,497
	W	27,384	25,785	35,387	40,238	28,660	31,283	30,659	27,175	38,174	27,837	28,953	366,228
	S	22,214	20,163	22,680	20,440	17,466	17,466	15,615	20,759	19,736	17,347	19,800	230,312
	Regional Subtotal	382,587	341,821	392,708	389,967	339,330	370,441	416,039	361,708	386,139	376,469	302,920	284,860
													18%
Region 2	A	312,807	280,494	359,235	352,812	346,610	368,300	400,554	348,770	343,081	385,182	302,825	299,817
	W	59,232	49,450	65,171	68,040	70,101	59,454	68,580	65,208	65,619	72,917	62,788	59,851
	S	7,593	9,691	9,959	9,343	8,493	8,065	8,937	8,627	8,944	11,095	8,011	8,947
	Regional Subtotal	379,622	339,635	434,365	429,186	425,120	435,900	478,071	422,505	418,164	469,194	373,624	364,515
													21%
Region 3	A	461,956	426,162	549,539	566,418	554,633	523,034	597,391	542,486	598,364	581,716	470,343	507,788
	W	101,845	84,157	122,950	121,357	109,143	100,099	116,646	112,174	99,942	125,071	108,292	117,002
	S	12,790	12,349	12,890	12,418	10,997	10,518	10,518	10,262	10,494	9,509	9,841	135,699
	Regional Subtotal	576,601	522,669	685,679	700,251	655,766	644,190	724,601	665,188	618,266	716,283	588,143	634,721
													32%
Region 4	A	462,789	442,266	457,784	470,099	453,647	448,010	504,250	450,357	447,645	510,867	449,962	469,461
	W	88,319	87,909	96,347	94,183	83,898	80,525	92,179	75,138	85,578	77,770	87,708	1,034,673
	S	13,890	13,341	15,856	17,098	16,192	16,727	19,825	18,914	20,890	19,060	16,926	205,866
	Regional Subtotal	564,998	543,546	569,999	581,378	554,358	544,935	616,322	552,301	544,897	611,325	545,792	573,995
													29%
Region 5	A	159,998	122,279	170,114	177,156	166,441	161,959	179,687	173,881	195,878	238,662	204,326	202,300
	W	32,262	29,696	38,360	34,293	28,829	31,013	35,382	28,880	34,524	45,072	35,184	36,511
	S	958	10,610	11,384	11,129	12,044	11,372	14,018	12,445	12,259	11,633	10,732	128,956
	Regional Subtotal	192,818	167,585	219,878	223,493	206,399	204,344	225,542	216,799	244,247	295,992	251,343	251,543
													11%
Region 6	A	73,183	60,046	76,413	84,374	79,541	70,587	77,010	69,971	65,122	82,078	63,796	62,083
	W	16,035	13,483	17,102	19,238	19,251	17,380	18,758	17,140	17,886	22,711	18,390	18,158
	S	3,149	2,342	2,499	2,808	2,893	2,407	3,950	3,704	3,384	3,397	3,121	3,173
	Regional Subtotal	92,364	75,871	96,014	106,480	101,685	90,363	99,748	90,815	86,492	108,184	85,307	83,414
													5%
Region 7	A	227,879	174,572	188,457	185,794	192,311	184,739	225,976	188,560	251,238	227,478	253,177	2,514,120
	W	41,918	36,845	39,462	39,447	44,721	43,355	42,721	39,272	38,060	43,638	40,357	44,469
	S	4,296	1,917	3,136	2,518	2,444	2,895	3,376	2,412	2,412	2,758	2,230	2,317
	Regional Subtotal	273,893	213,334	231,057	227,757	239,276	231,089	264,236	267,509	239,032	305,634	270,075	299,993
													13%
Region Other	A	184,509	139,613	126,224	128,965	74,928	63,187	98,897	75,386	90,106	119,767	83,744	71,339
	W	31,391	27,208	24,707	23,461	14,425	15,288	16,543	13,618	16,513	22,131	15,126	11,817
	S	9,048	5,405	6,514	5,288	3,455	3,213	3,999	4,828	3,917	6,129	3,604	3,232
	Regional Subtotal	224,943	172,306	157,445	157,695	92,809	101,688	122,409	91,832	110,538	148,027	102,474	86,389
													7%
Grand Total	A	2,215,797	1,946,325	2,262,711	2,300,907	2,140,988	2,166,188	2,446,059	2,202,717	2,188,985	2,484,443	2,050,210	2,102,462
	W	398,986	354,623	439,506	440,249	388,189	424,468	383,520	375,057	458,292	385,754	403,189	3,494,788
	S	73,623	75,818	84,929	81,035	74,928	73,293	76,171	84,540	80,534	88,353	73,714	71,769
	State Total	2,688,406	2,376,766	2,787,146	2,822,207	2,614,363	2,670,777	2,946,648	2,670,777	2,644,577	3,038,098	2,519,678	2,579,420
													100%
Percent	A	82%	82%	81%	82%	82%	82%	83%	82%	83%	82%	82%	83%
	W	15%	15%	16%	16%	15%	15%	14%	14%	14%	15%	15%	15%
	S	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
	State Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mileage by Region	A	10,46	10,33	10,91	10,69	10,54	10,53	10,20	10,52	10,74	10,36	10,03	7,76
	W	8,53	6,72	9,83	9,83	8,87	8,59	8,52	8,59	9,31	9,00	8,96	6,48
	S	10,00	12,69	12,24	12,20	10,84	11,18	11,07	12,24	11,95	12,92	11,61	10,79
	State Total	10,14	10,11	10,76	10,55	9,85	10,27	9,97	10,23	10,33	10,16	9,87	7,55
Month	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	

Unduplicated Rider Report

Unduplicated Riders for each Month and Level of Service													
Month	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Totals
VA Medicaid	A	12,544	11,997	12,511	12,576	12,415	12,595	12,831	12,644	13,331	12,387	12,127	150,758
	S	2,128	1,920	2,096	2,074	2,034	2,055	1,996	2,071	2,162	2,041	2,257	24,953
	W	3,629	3,353	3,627	3,671	3,563	3,477	3,594	3,520	3,763	3,427	3,414	42,564
	State Total	18,301	17,170	18,234	18,321	18,012	18,127	18,490	18,235	19,256	17,855	17,798	218,275
Percent	A	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%	68%	69%
	S	12%	11%	11%	11%	11%	11%	11%	11%	11%	11%	13%	11%
	W	20%	20%	20%	20%	20%	19%	19%	19%	20%	19%	19%	20%
	State Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Month	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Totals
Eligibles		239,528	239,268	242,257	243,428	248,899	243,730	266,610	264,744	258,399	259,805	265,928	3,018,399
	Total Trips	265,192	235,147	259,001	267,515	255,848	266,248	267,853	258,583	288,587	248,036	261,443	3,158,977
	Total Transportation U/P	111%	98%	107%	110%	103%	117%	100%	98%	112%	95%	98%	105%
	Month	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Oct-03	Nov-03	Dec-03	Totals

Denied Trip Report by Region

Denied Trip Request By Month and Region										
Month:		May, 2003	June, 2003	July, 2003	Aug, 2003	Sept, 2003	Oct, 2003	Nov, 2003	Dec, 2003	Totals
Region 1	Has access to vehicle									0
	Non-covered service	2		4	1	3	10	21	33	74
	Lacks 2 days' notice	1	1	5	1		20	7	15	50
	Needs 9-1-1						1		2	3
	Ineligible for Medicaid				2	7	2	2	4	17
	Refused Closest Provider						5	3	9	17
	Regional Subtotal	4	1	9	4	10	38	33	63	162
Region 2	Has access to vehicle									0
	Non-covered service	2		4	2	2	20	20	40	90
	Lacks 2 days' notice	2	1	2	1		23	18	26	73
	Needs 9-1-1								6	6
	Ineligible for Medicaid				4	18	20	3	8	53
	Refused Closest Provider				1	3	4	3	15	26
	Regional Subtotal	4	1	6	8	23	67	44	95	248
Region 3	Has access to vehicle									0
	Non-covered service	1	1	3	4	3	19	20	35	86
	Lacks 2 days' notice		2	4	5		29	12	26	78
	Needs 9-1-1		1	1			2		1	5
	Ineligible for Medicaid	4			17	34	33	2	35	126
	Refused Closest Provider				1	1				2
	Regional Subtotal	5	4	8	27	38	83	34	98	297
Region 4	Has access to vehicle									0
	Non-covered service	1		3	2	3	23	30	38	100
	Lacks 2 days' notice	2	1	5	1		37	27	20	93
	Needs 9-1-1			1			3		2	6
	Ineligible for Medicaid		2		10	50	26	8	19	115
	Refused Closest Provider						1	2	2	5
	Regional Subtotal	3	3	9	13	53	90	67	81	319
Region 5	Has access to vehicle									0
	Non-covered service			2	3	3	3	2	12	25
	Lacks 2 days' notice			4			6	5	7	22
	Needs 9-1-1			1			1		2	4
	Ineligible for Medicaid	1		3	1	12	6	3	4	32
	Refused Closest Provider									0
	Regional Subtotal	1	0	10	4	15	18	10	25	83
Region 6	Has access to vehicle									0
	Non-covered service	1			1	1	5	7	7	22
	Lacks 2 days' notice	1					8	3	2	14
	Needs 9-1-1			1	1		2			4
	Ineligible for Medicaid	1				5	1	3		10
	Refused Closest Provider								1	1
	Regional Subtotal	3	0	1	2	6	16	13	10	51
Region 7	Has access to vehicle									0
	Non-covered service	1			3	1	12	13	15	45
	Lacks 2 days' notice	1		1			8	15	10	35
	Needs 9-1-1			1	1		3		1	6
	Ineligible for Medicaid	200	85	104	6	20	16	2	8	441
	Refused Closest Provider						1		1	2
	Regional Subtotal	2	85	106	10	21	40	30	35	329
Grand Total	Has access to vehicle	0	0	0	0	0	0	0	0	0
	Non-covered service	7	1	16	16	16	92	113	180	441
	Lacks 2 days' notice	7	5	21	8	0	131	87	105	365
	Needs 9-1-1	0	1	5	2	0	12	0	14	34
	Ineligible for Medicaid	206	87	107	40	146	106	23	79	794
	Refused Closest Provider	0	0	0	2	4	11	8	28	53
	State Total	220	94	149	68	166	352	231	407	1,687

Transportation Provider	Total No. of Trips	Date Received	Week Ending	Check Date	Numbers of Day's From Received to Date Paid	Number of Day's From W/E Date
	25	10/27/2003	10/18/2003	12/1/2003	35	9
	1	11/3/2003	9/6/2003	12/1/2003	28	58
	35	11/3/2003	10/25/2003	12/1/2003	28	9
	193	10/30/2003	10/18/2003	12/1/2003	32	12
	167	10/30/2003	10/25/2003	12/1/2003	32	5
	2	11/3/2003	8/23/2003	12/1/2003	28	72
	4	11/3/2003	9/6/2003	12/1/2003	28	58
	4	11/3/2003	9/13/2003	12/1/2003	28	51
	3	11/3/2003	9/20/2003	12/1/2003	28	44
	4	11/3/2003	9/27/2003	12/1/2003	28	37
	194	10/27/2003	10/18/2003	12/1/2003	35	9
	200	11/3/2003	10/25/2003	12/1/2003	28	9
	184	10/27/2003	10/18/2003	12/1/2003	35	9
	191	10/31/2003	10/25/2003	12/1/2003	31	6
	3	11/3/2003	9/13/2003	12/1/2003	28	51
	89	10/23/2003	10/18/2003	12/1/2003	39	5
	89	10/27/2003	10/18/2003	12/1/2003	35	9
	92	11/3/2003	10/25/2003	12/1/2003	28	9
	168	10/24/2003	10/17/2003	12/1/2003	38	7
	156	10/24/2003	10/17/2003	12/1/2003	38	7
	8	10/27/2003	8/29/2003	12/1/2003	35	59
	14	10/31/2003	10/10/2003	12/1/2003	31	21
	167	10/31/2003	10/24/2003	12/1/2003	31	7
	134	11/3/2003	10/24/2003	12/1/2003	28	10
	25	10/21/2003	10/17/2003	12/1/2003	41	4
	87	11/3/2003	9/12/2003	12/1/2003	28	52
	32	11/3/2003	9/12/2003	12/1/2003	28	52
	910	11/3/2003	10/21/2003	12/1/2003	28	13
	1093	11/3/2003	10/29/2003	12/1/2003	28	5
	1	10/31/2003	8/30/2003	12/1/2003	31	62
	1	10/31/2003	8/30/2003	12/1/2003	31	62
	26	10/31/2003	10/4/2003	12/1/2003	31	27
	23	10/31/2003	10/18/2003	12/1/2003	31	13
	6	10/31/2003	10/25/2003	12/1/2003	31	6
	11	10/31/2003	10/11/2003	12/1/2003	31	20
	2	10/24/2003	8/12/2003	12/1/2003	38	73
	132	10/24/2003	10/18/2003	12/1/2003	38	6
	147	10/30/2003	10/25/2003	12/1/2003	32	5
	190	10/27/2003	10/19/2003	12/1/2003	35	8
	96	10/24/2003	10/18/2003	12/1/2003	38	6
	86	10/27/2003	10/18/2003	12/1/2003	35	9
	337	10/22/2003	10/17/2003	12/1/2003	40	5
	351	10/29/2003	10/24/2003	12/1/2003	33	5
	82	10/27/2003	10/18/2003	12/1/2003	35	9
	74	11/3/2003	10/25/2003	12/1/2003	28	9
	117	10/24/2003	10/17/2003	12/1/2003	38	7

	167	10/27/2003	10/10/2003	12/1/2003	35	17
	153	10/30/2003	10/24/2003	12/1/2003	32	6
	313	11/3/2003	9/6/2003	12/1/2003	28	58
	630	11/3/2003	9/13/2003	12/1/2003	28	51
	366	11/3/2003	9/20/2003	12/1/2003	28	44
	153	12/1/2003	9/26/2003	12/1/2003	0	66
	44	10/23/2003	10/5/2003	12/1/2003	39	18
	50	10/31/2003	10/12/2003	12/1/2003	31	19
	41	10/31/2003	10/19/2003	12/1/2003	31	12
	44	10/31/2003	10/26/2003	12/1/2003	31	5
	10	11/3/2003	9/5/2003	12/1/2003	28	59
	304	11/3/2003	10/25/2003	12/1/2003	28	9
	396	11/3/2003	11/1/2003	12/1/2003	28	2
	306	10/23/2003	10/17/2003	12/1/2003	39	6
	352	10/31/2003	10/24/2003	12/1/2003	31	7
	114	11/3/2003	10/4/2003	12/1/2003	28	30
	97	11/3/2003	10/11/2003	12/1/2003	28	23
	110	11/3/2003	10/18/2003	12/1/2003	28	16
	100	11/3/2003	10/25/2003	12/1/2003	28	9
	47	10/29/2003	10/18/2003	12/1/2003	33	11
	52	10/29/2003	10/25/2003	12/1/2003	33	4
	30	10/22/2003	10/18/2003	12/1/2003	40	4
	42	10/28/2003	10/25/2003	12/1/2003	34	3
	133	10/22/2003	10/11/2003	12/1/2003	40	11
	69	8/13/2003	6/27/2003	12/1/2003	110	47
	77	11/3/2003	10/26/2003	12/1/2003	28	8
	24	10/22/2003	10/18/2003	12/1/2003	40	4
	30	10/29/2003	10/25/2003	12/1/2003	33	4
	2	11/3/2003	9/27/2003	12/1/2003	28	37
	34	10/23/2003	10/10/2003	12/1/2003	39	13
	36	10/23/2003	10/17/2003	12/1/2003	39	6
	32	10/30/2003	10/24/2003	12/1/2003	32	6
	152	10/24/2003	10/18/2003	12/1/2003	38	6
	159	10/31/2003	10/25/2003	12/1/2003	31	6
	283	10/22/2003	10/18/2003	12/1/2003	40	4
	53	10/29/2003	8/22/2003	12/1/2003	33	68
	217	10/29/2003	10/25/2003	12/1/2003	33	4
	88	11/3/2003	10/25/2003	12/1/2003	28	9
	84	11/3/2003	11/1/2003	12/1/2003	28	2
	1	10/23/2003	10/11/2003	12/1/2003	39	12
	4	10/23/2003	10/18/2003	12/1/2003	39	5
	3	11/3/2003	10/25/2003	12/1/2003	28	9
	167	10/27/2003	10/17/2003	12/1/2003	35	10
	162	10/30/2003	10/24/2003	12/1/2003	32	6
	85	11/3/2003	9/13/2003	12/1/2003	28	51
	73	11/3/2003	9/20/2003	12/1/2003	28	44
	45	11/3/2003	10/25/2003	12/1/2003	28	9
	51	11/3/2003	10/28/2003	12/1/2003	28	6
	24	11/3/2003	11/1/2003	12/1/2003	28	2
	141	10/22/2003	9/27/2003	12/1/2003	40	25
	127	10/27/2003	10/4/2003	12/1/2003	35	23
	97	11/3/2003	10/11/2003	12/1/2003	28	23

	94	11/3/2003	10/18/2003	12/1/2003	28	16
	1205	10/22/2003	10/11/2003	12/1/2003	40	11
	1150	10/27/2003	10/18/2003	12/1/2003	35	9
	1177	10/31/2003	10/25/2003	12/1/2003	31	6
	23	10/30/2003	10/18/2003	12/1/2003	32	12
	2	10/30/2003	10/25/2003	12/1/2003	32	5
	4	11/3/2003	8/23/2003	12/1/2003	28	72
	6	11/3/2003	9/6/2003	12/1/2003	28	58
	6	11/3/2003	9/13/2003	12/1/2003	28	51
	4	11/3/2003	9/27/2003	12/1/2003	28	37
	77	10/21/2003	10/18/2003	12/1/2003	41	3
	64	10/28/2003	10/25/2003	12/1/2003	34	3
	245	10/29/2003	10/17/2003	12/1/2003	33	12
	387	10/23/2003	10/3/2003	12/1/2003	39	20
	404	10/27/2003	10/10/2003	12/1/2003	35	17
	312	10/31/2003	10/17/2003	12/1/2003	31	14
	470	10/27/2003	10/12/2003	12/1/2003	35	15
	478	10/30/2003	10/19/2003	12/1/2003	32	11
	672	10/29/2003	10/18/2003	12/1/2003	33	11
	654	10/29/2003	10/25/2003	12/1/2003	33	4
	12	10/23/2003	10/17/2003	12/1/2003	39	6
	15	10/27/2003	10/24/2003	12/1/2003	35	3
	13	11/3/2003	10/31/2003	12/1/2003	28	3
	50	10/31/2003	10/18/2003	12/1/2003	31	13
	46	10/31/2003	10/25/2003	12/1/2003	31	6
	68	10/23/2003	10/17/2003	12/1/2003	39	6
	73	10/29/2003	10/24/2003	12/1/2003	33	5
	6	11/3/2003	9/12/2003	12/1/2003	28	52
	42	10/31/2003	10/18/2003	12/1/2003	31	13
	50	10/31/2003	10/25/2003	12/1/2003	31	6
	3	10/22/2003	8/30/2003	12/1/2003	40	53
	1	10/22/2003	9/6/2003	12/1/2003	40	46
	1	10/22/2003	9/13/2003	12/1/2003	40	39
	137	10/22/2003	10/18/2003	12/1/2003	40	4
	144	10/29/2003	10/25/2003	12/1/2003	33	4
	415	10/27/2003	10/18/2003	12/1/2003	35	9
	384	10/31/2003	10/25/2003	12/1/2003	31	6
	55	10/27/2003	10/17/2003	12/1/2003	35	10
	70	11/3/2003	10/24/2003	12/1/2003	28	10
	59	10/27/2003	10/10/2003	12/1/2003	35	17
	100	10/27/2003	10/17/2003	12/1/2003	35	10
	121	11/3/2003	10/24/2003	12/1/2003	28	10
	73	10/27/2003	10/17/2003	12/1/2003	35	10
	104	11/3/2003	10/24/2003	12/1/2003	28	10
	264	10/27/2003	10/17/2003	12/1/2003	35	10
	320	11/3/2003	10/24/2003	12/1/2003	28	10
	62	10/24/2003	10/11/2003	12/1/2003	38	13
	62	10/24/2003	10/18/2003	12/1/2003	38	6
	8	10/27/2003	9/13/2003	12/1/2003	35	44
	52	10/31/2003	10/25/2003	12/1/2003	31	6
	48	10/22/2003	10/12/2003	12/1/2003	40	10
	50	10/23/2003	10/19/2003	12/1/2003	39	4

	257	10/22/2003	10/17/2003	12/1/2003	40	5
	1	10/23/2003	8/8/2003	12/1/2003	39	76
	4	10/23/2003	9/12/2003	12/1/2003	39	41
	211	10/29/2003	10/24/2003	12/1/2003	33	5
	6	10/31/2003	9/26/2003	12/1/2003	31	35
	276	10/21/2003	10/11/2003	12/1/2003	41	10
	285	10/24/2003	10/18/2003	12/1/2003	38	6
	285	11/3/2003	10/25/2003	12/1/2003	28	9
	63	10/24/2003	10/19/2003	12/1/2003	38	5
	5	10/31/2003	8/31/2003	12/1/2003	31	61
	4	10/31/2003	9/7/2003	12/1/2003	31	54
	59	10/31/2003	10/26/2003	12/1/2003	31	5
	143	10/23/2003	10/10/2003	12/1/2003	39	13
	138	10/29/2003	10/17/2003	12/1/2003	33	12
	125	11/3/2003	10/24/2003	12/1/2003	28	10
	13	10/22/2003	8/15/2003	12/1/2003	40	68
	166	10/22/2003	10/10/2003	12/1/2003	40	12
	333	11/3/2003	9/28/2003	12/1/2003	28	36
	364	11/3/2003	10/5/2003	12/1/2003	28	29
	360	11/3/2003	10/12/2003	12/1/2003	28	22
	5	10/22/2003	10/17/2003	12/1/2003	40	5
	7	10/30/2003	10/24/2003	12/1/2003	32	6
	108	10/27/2003	10/17/2003	12/1/2003	35	10
	129	10/29/2003	10/24/2003	12/1/2003	33	5
	14	10/21/2003	10/17/2003	12/1/2003	41	4
	14	10/27/2003	10/24/2003	12/1/2003	35	3
	14	10/22/2003	10/10/2003	12/1/2003	40	12
	2	10/27/2003	7/4/2003	12/1/2003	35	115
	4	10/27/2003	9/19/2003	12/1/2003	35	38
	10	10/27/2003	10/17/2003	12/1/2003	35	10
	18	10/31/2003	10/24/2003	12/1/2003	31	7
	862	10/27/2003	10/18/2003	12/1/2003	35	9
	926	11/3/2003	10/25/2003	12/1/2003	28	9
	6	10/31/2003	10/4/2003	12/1/2003	31	27
	184	10/31/2003	10/11/2003	12/1/2003	31	20
	165	10/31/2003	10/18/2003	12/1/2003	31	13
	179	10/31/2003	10/25/2003	12/1/2003	31	6
	2	10/22/2003	9/13/2003	12/1/2003	40	39
	88	10/21/2003	10/18/2003	12/1/2003	41	3
	10	10/22/2003	7/5/2003	12/1/2003	40	109
	6	10/22/2003	9/6/2003	12/1/2003	40	46
	137	10/22/2003	9/20/2003	12/1/2003	40	32
	168	10/22/2003	9/27/2003	12/1/2003	40	25
	21	10/27/2003	7/16/2003	12/1/2003	35	103
	198	10/27/2003	9/13/2003	12/1/2003	35	44
	214	10/23/2003	10/17/2003	12/1/2003	39	6
	28	10/23/2003	10/17/2003	12/1/2003	39	6
	289	10/23/2003	10/17/2003	12/1/2003	39	6
	209	10/29/2003	10/24/2003	12/1/2003	33	5
	325	10/29/2003	10/24/2003	12/1/2003	33	5
	25	10/29/2003	10/24/2003	12/1/2003	33	5
	18	10/28/2003	10/18/2003	12/1/2003	34	10

	11	10/28/2003	10/25/2003	12/1/2003	34	3
	10	10/27/2003	10/24/2003	12/1/2003	35	3
	36	11/3/2003	9/20/2003	12/1/2003	28	44
	45	11/3/2003	9/27/2003	12/1/2003	28	37
	51	11/3/2003	10/4/2003	12/1/2003	28	30
	58	11/3/2003	10/11/2003	12/1/2003	28	23
	73	11/3/2003	10/18/2003	12/1/2003	28	16
	74	11/3/2003	10/25/2003	12/1/2003	28	9
	69	10/24/2003	10/17/2003	12/1/2003	38	7
	66	11/3/2003	10/24/2003	12/1/2003	28	10
	98	10/30/2003	10/17/2003	12/1/2003	32	13
	104	11/3/2003	10/24/2003	12/1/2003	28	10
	177	11/3/2003	9/6/2003	12/1/2003	28	58
	216	11/3/2003	9/13/2003	12/1/2003	28	51
	87	11/3/2003	9/20/2003	12/1/2003	28	44
	120	10/23/2003	10/18/2003	12/1/2003	39	5
	140	10/29/2003	10/25/2003	12/1/2003	33	4
	18	10/27/2003	10/19/2003	12/1/2003	35	8
	22	10/22/2003	10/18/2003	12/1/2003	40	4
	23	10/27/2003	10/24/2003	12/1/2003	35	3
	8	10/28/2003	10/25/2003	12/1/2003	34	3
	47	10/27/2003	10/17/2003	12/1/2003	35	10
	55	10/27/2003	10/18/2003	12/1/2003	35	9
	81	11/3/2003	10/25/2003	12/1/2003	28	9
	110	10/27/2003	10/27/2003	12/1/2003	35	0
	108	11/3/2003	11/3/2003	12/1/2003	28	0
	69	10/22/2003	10/18/2003	12/1/2003	40	4
	87	10/29/2003	10/25/2003	12/1/2003	33	4
	2	10/21/2003	10/4/2003	12/1/2003	41	17
	27	10/22/2003	10/18/2003	12/1/2003	40	4
	39	10/30/2003	10/25/2003	12/1/2003	32	5
	1	11/3/2003	8/9/2003	12/1/2003	28	86
	10	11/18/2003	8/30/2003	12/1/2003	13	80
	67	10/22/2003	10/18/2003	12/1/2003	40	4
	72	10/29/2003	10/25/2003	12/1/2003	33	4
	329	11/3/2003	10/18/2003	12/1/2003	28	16
	601	11/3/2003	10/25/2003	12/1/2003	28	9
	54	10/27/2003	10/26/2003	12/1/2003	35	1
	2	10/30/2003	8/24/2003	12/1/2003	32	67
	24	11/3/2003	11/2/2003	12/1/2003	28	1
	56	10/24/2003	10/18/2003	12/1/2003	38	6
	36	10/31/2003	10/25/2003	12/1/2003	31	6
	22	11/3/2003	10/10/2003	12/1/2003	28	24
	80	11/3/2003	10/19/2003	12/1/2003	28	15
	50	11/3/2003	10/25/2003	12/1/2003	28	9
	84	10/29/2003	10/24/2003	12/1/2003	33	5
	30	11/3/2003	10/31/2003	12/1/2003	28	3
	8	10/27/2003	8/24/2003	12/1/2003	35	64
	2	10/27/2003	8/31/2003	12/1/2003	35	57
	66	10/27/2003	10/12/2003	12/1/2003	35	15
	54	10/27/2003	10/19/2003	12/1/2003	35	8
	83	11/3/2003	10/26/2003	12/1/2003	28	8

	520	10/21/2003	10/18/2003	12/1/2003	41	3
	518	10/28/2003	10/25/2003	12/1/2003	34	3
	49	10/22/2003	10/11/2003	12/1/2003	40	11
	2	10/31/2003	9/20/2003	12/1/2003	31	41
	1	10/31/2003	9/27/2003	12/1/2003	31	34
	49	10/31/2003	10/18/2003	12/1/2003	31	13
	61	10/31/2003	10/25/2003	12/1/2003	31	6
	157	10/24/2003	9/12/2003	12/1/2003	38	42
	130	10/29/2003	9/5/2003	12/1/2003	33	54
	20	11/3/2003	10/17/2003	12/1/2003	28	17
	15	11/3/2003	10/24/2003	12/1/2003	28	10
	539	10/22/2003	10/18/2003	12/1/2003	40	4
	536	10/31/2003	10/25/2003	12/1/2003	31	6
	134	10/22/2003	10/18/2003	12/1/2003	40	4
	89	10/22/2003	10/18/2003	12/1/2003	40	4
	11	10/23/2003	10/4/2003	12/1/2003	39	19
	4	10/23/2003	10/16/2003	12/1/2003	39	7
	100	10/23/2003	10/18/2003	12/1/2003	39	5
	91	10/28/2003	10/25/2003	12/1/2003	34	3
	133	10/30/2003	10/25/2003	12/1/2003	32	5
	91	10/30/2003	10/28/2003	12/1/2003	32	2
	8	10/30/2003	10/28/2003	12/1/2003	32	2
	25	10/31/2003	8/9/2003	12/1/2003	31	83
	8	10/23/2003	6/16/2003	12/1/2003	39	129
	2	10/23/2003	10/17/2003	12/1/2003	39	6
	283	10/23/2003	10/18/2003	12/1/2003	39	5
	349	10/30/2003	10/28/2003	12/1/2003	32	2
	12	10/29/2003	8/28/2003	12/1/2003	33	62
	88	10/29/2003	10/19/2003	12/1/2003	33	10
	154	10/27/2003	10/25/2003	12/1/2003	35	2
	164	11/3/2003	11/1/2003	12/1/2003	28	2
	52	10/23/2003	10/17/2003	12/1/2003	39	6
	44	10/29/2003	10/24/2003	12/1/2003	33	5
	266	10/24/2003	10/18/2003	12/1/2003	38	6
	261	11/3/2003	10/25/2003	12/1/2003	28	9
	14	10/30/2003	10/17/2003	12/1/2003	32	13
	33	11/3/2003	10/24/2003	12/1/2003	28	10
	10	10/24/2003	10/16/2003	12/1/2003	38	8
	24	10/31/2003	10/23/2003	12/1/2003	31	8
	138	10/28/2003	9/20/2003	12/1/2003	34	38
	103	10/23/2003	10/17/2003	12/1/2003	39	6
	110	11/3/2003	10/24/2003	12/1/2003	28	10
	2	10/24/2003	10/18/2003	12/1/2003	38	6
	70	10/24/2003	10/10/2003	12/1/2003	38	14
	87	11/3/2003	10/17/2003	12/1/2003	28	17
	245	10/24/2003	10/12/2003	12/1/2003	38	12
	216	10/31/2003	10/19/2003	12/1/2003	31	12
	41	10/27/2003	10/12/2003	12/1/2003	35	15
	62	10/31/2003	10/19/2003	12/1/2003	31	12
	221	10/24/2003	10/12/2003	12/1/2003	38	12
	189	10/31/2003	10/19/2003	12/1/2003	31	12
	876	10/29/2003	9/28/2003	12/1/2003	33	31

	1106	10/29/2003	10/5/2003	12/1/2003	33	24
	137	10/29/2003	10/24/2003	12/1/2003	33	5
	58	10/22/2003	10/17/2003	12/1/2003	40	5
	71	10/30/2003	10/24/2003	12/1/2003	32	6
	10	11/3/2003	10/24/2003	12/1/2003	28	10
	24	10/22/2003	10/18/2003	12/1/2003	40	4
	24	10/30/2003	10/25/2003	12/1/2003	32	5
	26	11/3/2003	8/29/2003	12/1/2003	28	66
	56	10/23/2003	10/18/2003	12/1/2003	39	5
	52	10/30/2003	10/25/2003	12/1/2003	32	5
	14	10/29/2003	10/25/2003	12/1/2003	33	4
	20	10/24/2003	10/3/2003	12/1/2003	38	21
	56	10/22/2003	9/11/2003	12/1/2003	40	41
	25	10/22/2003	10/17/2003	12/1/2003	40	5
	71	10/29/2003	10/25/2003	12/1/2003	33	4
	49	10/27/2003	10/25/2003	12/1/2003	35	2
	52	11/3/2003	11/1/2003	12/1/2003	28	2
	287	10/22/2003	10/11/2003	12/1/2003	40	11
	245	10/30/2003	10/18/2003	12/1/2003	32	12
	38	10/31/2003	10/25/2003	12/1/2003	31	6
	87	10/22/2003	10/18/2003	12/1/2003	40	4
	116	10/29/2003	10/25/2003	12/1/2003	33	4
	288	10/27/2003	10/18/2003	12/1/2003	35	9
	298	10/30/2003	10/25/2003	12/1/2003	32	5
	16	10/22/2003	10/18/2003	12/1/2003	40	4
	11	10/29/2003	10/25/2003	12/1/2003	33	4
	4	11/3/2003	9/24/2003	12/1/2003	28	40
	43	10/29/2003	10/18/2003	12/1/2003	33	11
	43	11/3/2003	10/25/2003	12/1/2003	28	9
	30	11/3/2003	11/3/2003	12/1/2003	28	0
	334	11/3/2003	10/31/2003	12/1/2003	28	3
	30	11/3/2003	10/17/2003	12/1/2003	28	17
	35	11/3/2003	10/24/2003	12/1/2003	28	10
	2	10/27/2003	8/31/2003	12/1/2003	35	57
	4	10/27/2003	9/13/2003	12/1/2003	35	44
	2	10/27/2003	9/20/2003	12/1/2003	35	37
	2	10/27/2003	1/1/2003	12/1/2003	35	299
	138	10/27/2003	9/27/2003	12/1/2003	35	30
	304	10/27/2003	10/4/2003	12/1/2003	35	23
	347	10/27/2003	10/11/2003	12/1/2003	35	16
	18	10/27/2003	10/18/2003	12/1/2003	35	9
	2	11/3/2003	9/21/2003	12/1/2003	28	43
	8	10/23/2003	10/17/2003	12/1/2003	39	6
	10	11/3/2003	10/24/2003	12/1/2003	28	10
	8	10/23/2003	10/17/2003	12/1/2003	39	6
	12	10/30/2003	10/24/2003	12/1/2003	32	6
	30	11/3/2003	10/18/2003	12/1/2003	28	16
	50	11/3/2003	10/25/2003	12/1/2003	28	9
	49	11/3/2003	10/31/2003	12/1/2003	28	3
	8	10/23/2003	10/17/2003	12/1/2003	39	6
	10	10/30/2003	10/24/2003	12/1/2003	32	6
	48	10/23/2003	10/29/2003	12/1/2003	39	-6

	1362	10/28/2003	10/15/2003	12/1/2003	34	13
	42	10/24/2003	10/11/2003	12/1/2003	38	13
	25	10/24/2003	10/18/2003	12/1/2003	38	6
	273	10/28/2003	10/10/2003	12/1/2003	34	18
	16	10/28/2003	9/12/2003	12/1/2003	34	46
	237	10/30/2003	10/17/2003	12/1/2003	32	13
	90	10/30/2003	10/11/2003	12/1/2003	32	19
	77	10/30/2003	10/18/2003	12/1/2003	32	12
	58	10/27/2003	10/24/2003	12/1/2003	35	3
	54	11/3/2003	10/31/2003	12/1/2003	28	3
	5	11/3/2003	9/21/2003	12/1/2003	28	43
	2	11/3/2003	9/21/2003	12/1/2003	28	43
	4	11/3/2003	9/28/2003	12/1/2003	28	36
	2	11/3/2003	10/5/2003	12/1/2003	28	29
	4	11/3/2003	10/5/2003	12/1/2003	28	29
	37	11/3/2003	10/19/2003	12/1/2003	28	15
	145	11/3/2003	10/26/2003	12/1/2003	28	8
	219	11/3/2003	10/26/2003	12/1/2003	28	8
	153	11/3/2003	11/2/2003	12/1/2003	28	1
	234	11/3/2003	11/2/2003	12/1/2003	28	1
	25	10/22/2003	10/18/2003	12/1/2003	40	4
	57	10/27/2003	10/25/2003	12/1/2003	35	2
	82	11/3/2003	11/1/2003	12/1/2003	28	2
	169	10/23/2003	10/18/2003	12/1/2003	39	5
	165	10/29/2003	10/25/2003	12/1/2003	33	4
	5	10/21/2003	8/30/2003	12/1/2003	41	52
	2	10/21/2003	9/13/2003	12/1/2003	41	38
	2	10/21/2003	9/20/2003	12/1/2003	41	31
	5	10/21/2003	9/27/2003	12/1/2003	41	24
	2	10/21/2003	10/4/2003	12/1/2003	41	17
	54	10/21/2003	10/11/2003	12/1/2003	41	10
	78	10/29/2003	10/18/2003	12/1/2003	33	11
	374	10/29/2003	10/25/2003	12/1/2003	33	4
	106	10/22/2003	10/17/2003	12/1/2003	40	5
	111	11/3/2003	10/24/2003	12/1/2003	28	10
	90	10/23/2003	10/12/2003	12/1/2003	39	11
	85	10/23/2003	10/19/2003	12/1/2003	39	4
	3	10/22/2003	7/12/2003	12/1/2003	40	102
	14	10/22/2003	9/20/2003	12/1/2003	40	32
	43	10/22/2003	10/11/2003	12/1/2003	40	11
	26	10/29/2003	9/20/2003	12/1/2003	33	39
	52	10/29/2003	10/18/2003	12/1/2003	33	11
	6	10/22/2003	10/18/2003	12/1/2003	40	4
	1	10/27/2003	9/25/2003	12/1/2003	35	32
	1	10/29/2003	10/11/2003	12/1/2003	33	18
	6	10/29/2003	10/25/2003	12/1/2003	33	4
	11	10/22/2003	4/5/2003	12/1/2003	40	200
	1	10/22/2003	6/6/2003	12/1/2003	40	138
	2	10/22/2003	10/10/2003	12/1/2003	40	12
	4	10/22/2003	10/17/2003	12/1/2003	40	5
	4	10/22/2003	10/17/2003	12/1/2003	40	5
	2	10/30/2003	10/3/2003	12/1/2003	32	27

	6	10/30/2003	10/10/2003	12/1/2003	32	20
	2	10/30/2003	10/10/2003	12/1/2003	32	20
	4	10/30/2003	10/24/2003	12/1/2003	32	6
	1	10/30/2003	10/24/2003	12/1/2003	32	6
	44	10/22/2003	10/18/2003	12/1/2003	40	4
	60	10/22/2003	10/11/2003	12/1/2003	40	11
	58	10/31/2003	10/25/2003	12/1/2003	31	6
	2	10/27/2003	10/11/2003	12/1/2003	35	16
	47	10/27/2003	10/11/2003	12/1/2003	35	16
	10	10/27/2003	10/11/2003	12/1/2003	35	16
	10	10/30/2003	10/18/2003	12/1/2003	32	12
	44	10/30/2003	10/18/2003	12/1/2003	32	12
	491	10/27/2003	9/6/2003	12/1/2003	35	51
	588	10/27/2003	9/13/2003	12/1/2003	35	44
	349	10/27/2003	9/20/2003	12/1/2003	35	37
	501	11/3/2003	9/27/2003	12/1/2003	28	37
	711	11/3/2003	10/4/2003	12/1/2003	28	30
	643	11/3/2003	10/11/2003	12/1/2003	28	23
	62	10/22/2003	10/17/2003	12/1/2003	40	5
	84	10/29/2003	10/24/2003	12/1/2003	33	5
	61	10/21/2003	10/18/2003	12/1/2003	41	3
	50	10/29/2003	10/25/2003	12/1/2003	33	4
	182	10/31/2003	10/4/2003	12/1/2003	31	27
	167	10/31/2003	10/11/2003	12/1/2003	31	20
	146	10/31/2003	10/18/2003	12/1/2003	31	13
	192	10/31/2003	10/25/2003	12/1/2003	31	6
	59	10/21/2003	10/18/2003	12/1/2003	41	3
	59	10/31/2003	10/25/2003	12/1/2003	31	6
	159	10/30/2003	10/18/2003	12/1/2003	32	12
	159	11/3/2003	10/25/2003	12/1/2003	28	9
	201	10/23/2003	10/17/2003	12/1/2003	39	6
	214	10/29/2003	10/24/2003	12/1/2003	33	5
	5	10/30/2003	9/15/2003	12/1/2003	32	45
	47	10/27/2003	10/15/2003	12/1/2003	35	12
	380	10/28/2003	10/18/2003	12/1/2003	34	10
	401	10/31/2003	10/25/2003	12/1/2003	31	6
	24	11/3/2003	10/25/2003	12/1/2003	28	9
	91	10/27/2003	10/18/2003	12/1/2003	35	9
	111	10/31/2003	10/25/2003	12/1/2003	31	6
	108	10/23/2003	10/17/2003	12/1/2003	39	6
	28	10/23/2003	10/17/2003	12/1/2003	39	6
	29	10/24/2003	10/29/2003	12/1/2003	38	-5
	122	10/29/2003	10/24/2003	12/1/2003	33	5
	30	11/6/2003	10/31/2003	12/1/2003	25	6
	127	11/6/2003	10/31/2003	12/1/2003	25	6
	210	10/31/2003	10/11/2003	12/1/2003	31	20
	207	10/31/2003	10/18/2003	12/1/2003	31	13
	211	11/3/2003	10/25/2003	12/1/2003	28	9
	241	10/23/2003	10/18/2003	12/1/2003	39	5
	146	10/23/2003	10/18/2003	12/1/2003	39	5
	1	10/31/2003	10/11/2003	12/1/2003	31	20
	166	10/31/2003	10/25/2003	12/1/2003	31	6

	58	10/29/2003	10/24/2003	12/1/2003	33	5
	40	10/30/2003	10/10/2003	12/1/2003	32	20
	44	10/24/2003	10/10/2003	12/1/2003	38	14
	72	10/29/2003	10/17/2003	12/1/2003	33	12
	86	10/29/2003	10/24/2003	12/1/2003	33	5
	110	10/22/2003	10/18/2003	12/1/2003	40	4
	98	10/30/2003	10/25/2003	12/1/2003	32	5
	88	10/31/2003	10/24/2003	12/1/2003	31	7
	52	10/27/2003	10/17/2003	12/1/2003	35	10
	372	10/24/2003	10/18/2003	12/1/2003	38	6
	439	10/31/2003	10/25/2003	12/1/2003	31	6
	60	10/31/2003	10/18/2003	12/1/2003	31	13
	56	10/31/2003	10/25/2003	12/1/2003	31	6
	405	11/3/2003	10/18/2003	12/1/2003	28	16
	403	11/3/2003	10/25/2003	12/1/2003	28	9
	357	11/3/2003	11/1/2003	12/1/2003	28	2
	40	10/21/2003	10/18/2003	12/1/2003	41	3
	53	10/28/2003	10/25/2003	12/1/2003	34	3
	2	10/29/2003	9/6/2003	12/1/2003	33	53
	8	10/29/2003	10/14/2003	12/1/2003	33	15
	158	10/29/2003	10/18/2003	12/1/2003	33	11
	150	10/31/2003	10/25/2003	12/1/2003	31	6
	4	11/3/2003	9/30/2003	12/1/2003	28	34
	24	11/3/2003	10/3/2003	12/1/2003	28	31
	44	11/3/2003	10/10/2003	12/1/2003	28	24
	34	11/3/2003	10/17/2003	12/1/2003	28	17
	36	11/3/2003	10/24/2003	12/1/2003	28	10
	42	11/3/2003	10/31/2003	12/1/2003	28	3
	6	10/22/2003	10/18/2003	12/1/2003	40	4
	20	10/22/2003	10/18/2003	12/1/2003	40	4
	6	11/3/2003	10/25/2003	12/1/2003	28	9
	18	11/3/2003	10/25/2003	12/1/2003	28	9
	1	10/21/2003	8/22/2003	12/1/2003	41	60
	5	10/21/2003	9/26/2003	12/1/2003	41	25
	499	10/21/2003	10/10/2003	12/1/2003	41	11
	31	10/28/2003	9/26/2003	12/1/2003	34	32
	15	10/28/2003	10/10/2003	12/1/2003	34	18
	434	10/28/2003	10/17/2003	12/1/2003	34	11
	487	11/3/2003	10/24/2003	12/1/2003	28	10
	130	11/3/2003	10/17/2003	12/1/2003	28	17
	137	11/3/2003	10/24/2003	12/1/2003	28	10
	122	11/3/2003	10/31/2003	12/1/2003	28	3
	128	10/29/2003	10/10/2003	12/1/2003	33	19
	191	10/29/2003	10/17/2003	12/1/2003	33	12
	208	10/29/2003	10/24/2003	12/1/2003	33	5
	4	11/3/2003	9/5/2003	12/1/2003	28	59
	68	11/3/2003	10/17/2003	12/1/2003	28	17
	68	11/3/2003	10/24/2003	12/1/2003	28	10
	294	10/21/2003	10/4/2003	12/1/2003	41	17
	272	10/22/2003	9/27/2003	12/1/2003	40	25
	76	10/31/2003	10/18/2003	12/1/2003	31	13
	56	10/31/2003	10/25/2003	12/1/2003	31	6

	10	10/24/2003	9/26/2003	12/1/2003	38	28
	14	10/27/2003	10/3/2003	12/1/2003	35	24
	12	10/27/2003	10/17/2003	12/1/2003	35	10
	10	10/27/2003	10/17/2003	12/1/2003	35	10
	10	11/3/2003	10/24/2003	12/1/2003	28	10
	179	10/24/2003	10/18/2003	12/1/2003	38	6
	181	10/31/2003	10/25/2003	12/1/2003	31	6
	9	10/24/2003	8/30/2003	12/1/2003	38	55
	9	10/24/2003	9/20/2003	12/1/2003	38	34
	91	10/24/2003	9/27/2003	12/1/2003	38	27
	174	10/24/2003	10/4/2003	12/1/2003	38	20
	123	10/24/2003	10/11/2003	12/1/2003	38	13
	161	10/24/2003	10/18/2003	12/1/2003	38	6
	16	10/24/2003	10/17/2003	12/1/2003	38	7
	20	10/29/2003	10/24/2003	12/1/2003	33	5
	10	10/27/2003	10/17/2003	12/1/2003	35	10
	4	10/27/2003	10/17/2003	12/1/2003	35	10
	10	10/29/2003	10/24/2003	12/1/2003	33	5
	26	10/22/2003	10/18/2003	12/1/2003	40	4
	108	10/27/2003	10/25/2003	12/1/2003	35	2
	84	11/3/2003	11/1/2003	12/1/2003	28	2
	1	10/24/2003	9/5/2003	12/1/2003	38	49
	476	10/24/2003	10/17/2003	12/1/2003	38	7
	622	10/31/2003	10/24/2003	12/1/2003	31	7
	46	10/22/2003	10/15/2003	12/1/2003	40	7
	1478	10/27/2003	10/15/2003	12/1/2003	35	12
	32	10/27/2003	8/29/2003	12/1/2003	35	59
	5	10/24/2003	9/29/2003	12/1/2003	38	25
	9	10/24/2003	10/6/2003	12/1/2003	38	18
	9	10/24/2003	10/13/2003	12/1/2003	38	11
	3	10/27/2003	9/8/2003	12/1/2003	35	49
	8	10/27/2003	9/22/2003	12/1/2003	35	35
	4	10/27/2003	9/29/2003	12/1/2003	35	28
	2	10/27/2003	10/6/2003	12/1/2003	35	21
	17	11/3/2003	10/20/2003	12/1/2003	28	14
	161	10/29/2003	10/11/2003	12/1/2003	33	18
	138	10/29/2003	10/18/2003	12/1/2003	33	11
	4	10/24/2003	9/29/2003	12/1/2003	38	25
	4	10/24/2003	9/30/2003	12/1/2003	38	24
	4	10/24/2003	10/3/2003	12/1/2003	38	21
	5	10/24/2003	10/7/2003	12/1/2003	38	17
	4	10/24/2003	10/8/2003	12/1/2003	38	16
	2	10/31/2003	10/10/2003	12/1/2003	31	21
	6	10/31/2003	10/17/2003	12/1/2003	31	14
	4	10/31/2003	10/22/2003	12/1/2003	31	9
	90	10/27/2003	10/18/2003	12/1/2003	35	9
	44	10/29/2003	10/18/2003	12/1/2003	33	11
	34	10/29/2003	10/18/2003	12/1/2003	33	11
	60	10/29/2003	10/18/2003	12/1/2003	33	11
	43	10/29/2003	10/18/2003	12/1/2003	33	11
	4	10/29/2003	10/18/2003	12/1/2003	33	11
	44	10/29/2003	10/18/2003	12/1/2003	33	11

	13	10/29/2003	10/18/2003	12/1/2003	33	11
	86	10/29/2003	10/18/2003	12/1/2003	33	11
	101	11/3/2003	10/25/2003	12/1/2003	28	9
	15	11/3/2003	10/25/2003	12/1/2003	28	9
	39	11/3/2003	10/25/2003	12/1/2003	28	9
	2	11/3/2003	10/25/2003	12/1/2003	28	9
	40	11/3/2003	10/25/2003	12/1/2003	28	9
	60	11/3/2003	10/25/2003	12/1/2003	28	9
	37	11/3/2003	10/25/2003	12/1/2003	28	9
	32	11/3/2003	10/25/2003	12/1/2003	28	9
	141	10/24/2003	10/4/2003	12/1/2003	38	20
	156	10/24/2003	10/11/2003	12/1/2003	38	13
	1	10/27/2003	8/16/2003	12/1/2003	35	72
	1	10/27/2003	8/30/2003	12/1/2003	35	58
	1	10/27/2003	9/6/2003	12/1/2003	35	51
	386	11/3/2003	10/30/2003	12/1/2003	28	4
	136	10/31/2003	10/5/2003	12/1/2003	31	26
	141	10/31/2003	10/12/2003	12/1/2003	31	19
	42	10/23/2003	10/17/2003	12/1/2003	39	6
	34	10/31/2003	10/24/2003	12/1/2003	31	7
	236	10/22/2003	10/18/2003	12/1/2003	40	4
	248	10/30/2003	10/25/2003	12/1/2003	32	5
	31	10/21/2003	10/11/2003	12/1/2003	41	10
	23	10/22/2003	10/18/2003	12/1/2003	40	4
	24	10/30/2003	10/25/2003	12/1/2003	32	5
	34	11/3/2003	9/13/2003	12/1/2003	28	51
	4	11/3/2003	9/21/2003	12/1/2003	28	43
	20	11/3/2003	9/28/2003	12/1/2003	28	36
	19	11/3/2003	10/4/2003	12/1/2003	28	30
	72	11/3/2003	10/11/2003	12/1/2003	28	23
	181	11/3/2003	10/18/2003	12/1/2003	28	16
	249	11/3/2003	10/25/2003	12/1/2003	28	9
	24	11/3/2003	10/24/2003	12/1/2003	28	10
	26	10/22/2003	10/17/2003	12/1/2003	40	5
	5	10/30/2003	10/21/2003	12/1/2003	32	9
	50	10/22/2003	10/18/2003	12/1/2003	40	4
	59	10/29/2003	10/25/2003	12/1/2003	33	4
	58	10/30/2003	10/11/2003	12/1/2003	32	19
	53	10/30/2003	10/18/2003	12/1/2003	32	12
	62	10/30/2003	10/25/2003	12/1/2003	32	5
	8	10/29/2003	8/25/2003	12/1/2003	33	65
	110	10/28/2003	10/24/2003	12/1/2003	34	4
	14	10/31/2003	10/3/2003	12/1/2003	31	28
	11	10/27/2003	10/4/2003	12/1/2003	35	23
	11	10/27/2003	10/11/2003	12/1/2003	35	16
	10	10/27/2003	10/18/2003	12/1/2003	35	9
	1	10/29/2003	7/12/2003	12/1/2003	33	109
	8	10/29/2003	10/25/2003	12/1/2003	33	4
	1	11/3/2003	7/19/2003	12/1/2003	28	107
	3	11/3/2003	8/2/2003	12/1/2003	28	93
	2	11/3/2003	8/9/2003	12/1/2003	28	86
	2	11/3/2003	8/16/2003	12/1/2003	28	79

	6	11/3/2003	8/16/2003	12/1/2003	28	79
	3	11/3/2003	8/23/2003	12/1/2003	28	72
	1	11/3/2003	8/23/2003	12/1/2003	28	72
	1	11/3/2003	8/30/2003	12/1/2003	28	65
	5	11/3/2003	9/6/2003	12/1/2003	28	58
	3	11/3/2003	9/13/2003	12/1/2003	28	51
	1	11/3/2003	9/13/2003	12/1/2003	28	51
	2	11/3/2003	9/27/2003	12/1/2003	28	37
	4	10/22/2003	10/18/2003	12/1/2003	40	4
	2	10/29/2003	9/1/2003	12/1/2003	33	58
	10	10/29/2003	10/25/2003	12/1/2003	33	4
	68	10/27/2003	10/11/2003	12/1/2003	35	16
	68	10/27/2003	10/18/2003	12/1/2003	35	9
	42	10/22/2003	10/18/2003	12/1/2003	40	4
	36	10/29/2003	10/25/2003	12/1/2003	33	4
	54	10/27/2003	10/18/2003	12/1/2003	35	9
	56	10/31/2003	10/25/2003	12/1/2003	31	6
	162	10/27/2003	9/5/2003	12/1/2003	35	52
	224	10/29/2003	9/12/2003	12/1/2003	33	47
	122	10/30/2003	9/19/2003	12/1/2003	32	41
	145	10/30/2003	9/26/2003	12/1/2003	32	34
	220	11/3/2003	10/3/2003	12/1/2003	28	31
	211	11/3/2003	10/10/2003	12/1/2003	28	24
	1	10/22/2003	8/8/2003	12/1/2003	40	75
	4	10/22/2003	9/12/2003	12/1/2003	40	40
	4	10/22/2003	9/19/2003	12/1/2003	40	33
	4	10/22/2003	10/31/2003	12/1/2003	40	-9
	2	10/28/2003	9/5/2003	12/1/2003	34	53
	98	10/28/2003	10/24/2003	12/1/2003	34	4
	116	11/3/2003	10/31/2003	12/1/2003	28	3
	70	10/29/2003	10/10/2003	12/1/2003	33	19
	142	10/29/2003	10/17/2003	12/1/2003	33	12
	187	11/3/2003	10/24/2003	12/1/2003	28	10
	490	10/24/2003	10/17/2003	12/1/2003	38	7
	12	11/3/2003	9/26/2003	12/1/2003	28	38
	189	10/27/2003	10/19/2003	12/1/2003	35	8
	255	10/23/2003	10/11/2003	12/1/2003	39	12
	243	10/30/2003	10/18/2003	12/1/2003	32	12
	247	11/3/2003	10/25/2003	12/1/2003	28	9
	8	10/27/2003	10/4/2003	12/1/2003	35	23
	61	10/27/2003	10/18/2003	12/1/2003	35	9
	44	10/27/2003	10/25/2003	12/1/2003	35	2
	181	10/30/2003	10/18/2003	12/1/2003	32	12
	8	10/30/2003	10/18/2003	12/1/2003	32	12
	64	10/30/2003	10/25/2003	12/1/2003	32	5
	150	10/30/2003	10/25/2003	12/1/2003	32	5
	183	10/30/2003	10/25/2003	12/1/2003	32	5
	24	11/3/2003	10/25/2003	12/1/2003	28	9
	357	11/3/2003	11/1/2003	12/1/2003	28	2
	299	10/23/2003	10/18/2003	12/1/2003	39	5
	35	10/24/2003	10/19/2003	12/1/2003	38	5
	36	11/3/2003	10/26/2003	12/1/2003	28	8

	106	10/27/2003	10/11/2003	12/1/2003	35	16
	67	11/3/2003	10/18/2003	12/1/2003	28	16
	29	11/3/2003	10/18/2003	12/1/2003	28	16
	2389	10/27/2003	10/19/2003	12/1/2003	35	8
	2399	10/30/2003	10/26/2003	12/1/2003	32	4
	39	10/23/2003	10/11/2003	12/1/2003	39	12
	410	10/22/2003	10/18/2003	12/1/2003	40	4
	379	11/3/2003	10/25/2003	12/1/2003	28	9
	791	10/23/2003	10/9/2003	12/1/2003	39	14
	733	10/27/2003	10/16/2003	12/1/2003	35	11
	742	11/3/2003	10/23/2003	12/1/2003	28	11
	83	10/30/2003	10/20/2003	12/1/2003	32	10
	82	11/3/2003	10/27/2003	12/1/2003	28	7
	10	10/23/2003	10/17/2003	12/1/2003	39	6
	12	10/31/2003	10/24/2003	12/1/2003	31	7
	675	10/24/2003	10/20/2003	12/1/2003	38	4
	32	10/29/2003	10/12/2003	12/1/2003	33	17
	607	11/3/2003	10/27/2003	12/1/2003	28	7
	6	11/3/2003	10/31/2003	12/1/2003	28	3
	5	10/22/2003	10/16/2003	12/1/2003	40	6
	6	10/27/2003	10/23/2003	12/1/2003	35	4
	1678	10/27/2003	10/16/2003	12/1/2003	35	11
	67	10/27/2003	10/23/2003	12/1/2003	35	4
	82	11/3/2003	10/30/2003	12/1/2003	28	4
	13	10/23/2003	8/31/2003	12/1/2003	39	53
	171	10/23/2003	10/17/2003	12/1/2003	39	6
	172	10/29/2003	10/24/2003	12/1/2003	33	5
	776	11/3/2003	10/10/2003	12/1/2003	28	24
	461	11/3/2003	10/17/2003	12/1/2003	28	17
	267	10/21/2003	10/11/2003	12/1/2003	41	10
	293	10/27/2003	10/18/2003	12/1/2003	35	9
	263	10/31/2003	10/25/2003	12/1/2003	31	6
	132	10/21/2003	10/17/2003	12/1/2003	41	4
	132	10/29/2003	10/24/2003	12/1/2003	33	5
	76	10/23/2003	10/10/2003	12/1/2003	39	13
	66	10/23/2003	10/17/2003	12/1/2003	39	6
	11	10/23/2003	8/30/2003	12/1/2003	39	54
	154	10/29/2003	10/18/2003	12/1/2003	33	11
	175	10/29/2003	10/25/2003	12/1/2003	33	4
	37	11/3/2003	9/27/2003	12/1/2003	28	37
	193	11/3/2003	10/5/2003	12/1/2003	28	29
	205	11/3/2003	10/11/2003	12/1/2003	28	23
	205	11/3/2003	10/18/2003	12/1/2003	28	16
	364	10/27/2003	10/18/2003	12/1/2003	35	9
	384	11/3/2003	10/25/2003	12/1/2003	28	9
	40	10/22/2003	10/18/2003	12/1/2003	40	4
	38	10/30/2003	10/25/2003	12/1/2003	32	5
	21	10/23/2003	10/18/2003	12/1/2003	39	5
	17	10/29/2003	10/25/2003	12/1/2003	33	4
	72	10/27/2003	10/24/2003	12/1/2003	35	3
	62	11/3/2003	10/31/2003	12/1/2003	28	3
	82	10/24/2003	10/18/2003	12/1/2003	38	6

	93	10/31/2003	10/25/2003	12/1/2003	31	6
	41	10/30/2003	9/5/2003	12/1/2003	32	55
	46	10/30/2003	9/12/2003	12/1/2003	32	48
	35	10/30/2003	9/19/2003	12/1/2003	32	41
	30	10/30/2003	9/26/2003	12/1/2003	32	34
	33	10/30/2003	10/3/2003	12/1/2003	32	27
	58	10/30/2003	10/10/2003	12/1/2003	32	20
	60	10/30/2003	10/17/2003	12/1/2003	32	13
	40	10/30/2003	10/24/2003	12/1/2003	32	6
	22	10/22/2003	10/18/2003	12/1/2003	40	4
	17	10/30/2003	10/25/2003	12/1/2003	32	5
	2	11/17/2003	5-Nov	12/1/2003	14	12
	34	11/6/2003	11/1/2003	12/15/03	39	5
	43	11/12/2003	11/8/2003	12/15/03	33	4
	161	11/13/2003	11/1/2003	12/15/03	32	12
	180	11/13/2003	11/8/2003	12/15/03	32	5
	28	11/13/2003	11/10/2003	12/15/03	32	3
	14	11/14/2003	11/15/2003	12/15/03	31	-1
	187	11/17/2003	11/1/2003	12/15/03	28	16
	209	11/17/2003	11/8/2003	12/15/03	28	9
	190	11/10/2003	11/1/2003	12/15/03	35	9
	215	11/17/2003	11/8/2003	12/15/03	28	9
	107	11/12/2003	11/1/2003	12/15/03	33	11
	96	11/17/2003	11/8/2003	12/15/03	28	9
	129	11/6/2003	10/31/2003	12/15/03	39	6
	104	11/10/2003	10/31/2003	12/15/03	35	10
	162	11/14/2003	11/7/2003	12/15/03	31	7
	12	11/17/2003	10/31/2003	12/15/03	28	17
	20	11/12/2003	10/24/2003	12/15/03	33	19
	22	11/12/2003	10/31/2003	12/15/03	33	12
	16	11/12/2003	11/7/2003	12/15/03	33	5
	38	11/17/2003	11/7/2003	12/15/03	28	10
	11	11/17/2003	9/19/2003	12/15/03	28	59
	1721	11/17/2003	11/11/2003	12/15/03	28	6
	148	11/6/2003	11/1/2003	12/15/03	39	5
	138	11/14/2003	11/8/2003	12/15/03	31	6
	71	11/14/2003	10/26/2003	12/15/03	31	19
	82	11/14/2003	11/3/2003	12/15/03	31	11
	90	11/17/2003	10/24/2003	12/15/03	28	24
	70	11/14/2003	10/25/2003	12/15/03	31	20
	86	11/14/2003	11/1/2003	12/15/03	31	13
	59	11/14/2003	11/8/2003	12/15/03	31	6
	320	11/5/2003	10/31/2003	12/15/03	40	5
	357	11/12/2003	11/7/2003	12/15/03	33	5
	69	11/10/2003	11/1/2003	12/15/03	35	9
	101	11/17/2003	11/8/2003	12/15/03	28	9
	148	11/7/2003	10/31/2003	12/15/03	38	7
	409	11/17/2003	11/11/2003	12/15/03	28	6
	323	11/17/2003	11/15/2003	12/15/03	28	2
	43	11/6/2003	10/24/2003	12/15/03	39	13
	377	11/6/2003	10/31/2003	12/15/03	39	6
	381	11/17/2003	11/7/2003	12/15/03	28	10

	59	11/7/2003	10/4/2003	12/15/03	38	34
	43	11/7/2003	10/11/2003	12/15/03	38	27
	42	11/18/2003	10/18/2003	12/15/03	27	31
	43	18-Nov	10/25/2003	12/15/03	27	24
	53	18-Nov	11/1/2003	12/15/03	27	17
	42	11/18/2003	11/8/2003	12/15/03	27	10
	1	12/2/2003	9/27/2003	12/15/03	13	66
	60	12/2/2003	14-Nov	12/15/03	13	18
	35	12/2/2003	22-Nov	12/15/03	13	10
	117	11/10/2003	11/1/2003	12/15/03	35	9
	54	11/12/2003	11/1/2003	12/15/03	33	11
	52	11/12/2003	11/8/2003	12/15/03	33	4
	24	11/10/2003	11/1/2003	12/15/03	35	9
	53	10/30/2003	8/29/2003	12/15/03	46	62
	85	11/10/2003	10/18/2003	12/15/03	35	23
	86	11/10/2003	10/25/2003	12/15/03	35	16
	89	11/10/2003	11/1/2003	12/15/03	35	9
	2	11/17/2003	9/27/2003	12/15/03	28	51
	133	11/17/2003	10/18/2003	12/15/03	28	30
	142	11/17/2003	10/25/2003	12/15/03	28	23
	1450	11/17/2003	11/1/2003	12/15/03	28	16
	78	11/12/2003	11/2/2003	12/15/03	33	10
	81	11/17/2003	11/9/2003	12/15/03	28	8
	28	11/5/2003	11/1/2003	12/15/03	40	4
	31	11/13/2003	11/8/2003	12/15/03	32	5
	25	11/13/2003	10/31/2003	12/15/03	32	13
	28	11/13/2003	11/7/2003	12/15/03	32	6
	126	11/10/2003	11/1/2003	12/15/03	35	9
	22	11/14/2003	10/11/2003	12/15/03	31	34
	129	11/14/2003	11/8/2003	12/15/03	31	6
	246	11/5/2003	11/1/2003	12/15/03	40	4
	256	11/17/2003	11/8/2003	12/15/03	28	9
	85	11/12/2003	11/8/2003	12/15/03	33	4
	82	11/17/2003	11/15/2003	12/15/03	28	2
	4	11/14/2003	11/8/2003	12/15/03	31	6
	160	11/7/2003	10/27/2003	12/15/03	38	11
	156	11/17/2003	11/7/2003	12/15/03	28	10
	7	11/12/2003	10/4/2003	12/15/03	33	39
	14	11/12/2003	10/11/2003	12/15/03	33	32
	13	11/12/2003	10/18/2003	12/15/03	33	25
	11	11/12/2003	10/25/2003	12/15/03	33	18
	12	11/12/2003	11/1/2003	12/15/03	33	11
	172	11/5/2003	9/6/2003	12/15/03	40	60
	212	11/5/2003	9/13/2003	12/15/03	40	53
	115	11/5/2003	9/20/2003	12/15/03	40	46
	184	11/5/2003	9/27/2003	12/15/03	40	39
	182	11/5/2003	10/4/2003	12/15/03	40	32
	202	11/5/2003	10/11/2003	12/15/03	40	25
	211	11/10/2003	10/18/2003	12/15/03	35	23
	212	11/10/2003	10/25/2003	12/15/03	35	16
	207	11/10/2003	11/1/2003	12/15/03	35	9
	32	11/7/2003	10/25/2003	12/15/03	38	13

	38	11/7/2003	11/1/2003	12/15/03	38	6
	52	11/17/2003	10/3/2003	12/15/03	28	45
	97	11/17/2003	10/10/2003	12/15/03	28	38
	99	11/17/2003	10/17/2003	12/15/03	28	31
	101	11/17/2003	10/24/2003	12/15/03	28	24
	100	11/17/2003	10/31/2003	12/15/03	28	17
	1186	11/7/2003	11/1/2003	12/15/03	38	6
	1186	11/17/2003	11/8/2003	12/15/03	28	9
	9	11/13/2003	11/1/2003	12/15/03	32	12
	35	11/13/2003	11/8/2003	12/15/03	32	5
	4	11/14/2003	11/15/2003	12/15/03	31	-1
	56	11/4/2003	11/1/2003	12/15/03	41	3
	75	11/12/2003	11/8/2003	12/15/03	33	4
	235	11/6/2003	10/17/2003	12/15/03	39	20
	390	11/12/2003	10/24/2003	12/15/03	33	19
	466	11/7/2003	10/26/2003	12/15/03	38	12
	456	11/14/2003	11/1/2003	12/15/03	31	13
	2	11/12/2003	11/8/2003	12/15/03	33	4
	6	11/4/2003	1/25/2003	12/15/03	41	283
	1	11/7/2003	5/17/2003	12/15/03	38	174
	19	11/7/2003	6/28/2003	12/15/03	38	132
	8	11/7/2003	7/5/2003	12/15/03	38	125
	6	11/7/2003	7/12/2003	12/15/03	38	118
	25	11/7/2003	7/19/2003	12/15/03	38	111
	4	11/7/2003	7/26/2003	12/15/03	38	104
	3	11/7/2003	8/2/2003	12/15/03	38	97
	12	11/7/2003	8/16/2003	12/15/03	38	83
	12	11/7/2003	9/6/2003	12/15/03	38	62
	10	11/7/2003	9/13/2003	12/15/03	38	55
	62	11/13/2003	10/31/2003	12/15/03	32	13
	36	11/17/2003	9/20/2003	12/15/03	28	58
	8	11/17/2003	9/27/2003	12/15/03	28	51
	20	11/17/2003	10/2/2003	12/15/03	28	46
	17	11/17/2003	10/4/2003	12/15/03	28	44
	656	11/17/2003	11/1/2003	12/15/03	28	16
	658	11/17/2003	11/8/2003	12/15/03	28	9
	4	11/10/2003	11/7/2003	12/15/03	35	3
	9	11/17/2003	11/14/2003	12/15/03	28	3
	1	11/12/2003	9/19/2003	12/15/03	33	54
	6	11/12/2003	9/27/2003	12/15/03	33	46
	7	11/12/2003	10/4/2003	12/15/03	33	39
	34	11/12/2003	11/1/2003	12/15/03	33	11
	14	11/12/2003	11/8/2003	12/15/03	33	4
	56	11/7/2003	10/31/2003	12/15/03	38	7
	60	11/14/2003	11/7/2003	12/15/03	31	7
	39	11/13/2003	11/7/2003	12/15/03	32	6
	50	11/13/2003	11/7/2003	12/15/03	32	6
	127	11/10/2003	11/1/2003	12/15/03	35	9
	159	11/17/2003	11/8/2003	12/15/03	28	9
	11	10/17/2003	8/29/2003	12/15/03	59	49
	22	11/6/2003	10/25/2003	12/15/03	39	12
	415	11/10/2003	11/1/2003	12/15/03	35	9

	442	11/14/2003	11/8/2003	12/15/03	31	6
	14	11/17/2003	9/26/2003	12/15/03	28	52
	49	11/10/2003	10/31/2003	12/15/03	35	10
	68	11/17/2003	11/7/2003	12/15/03	28	10
	52	11/10/2003	10/17/2003	12/15/03	35	24
	77	11/10/2003	10/24/2003	12/15/03	35	17
	61	11/10/2003	10/31/2003	12/15/03	35	10
	90	11/17/2003	11/7/2003	12/15/03	28	10
	119	11/10/2003	10/31/2003	12/15/03	35	10
	90	11/10/2003	10/31/2003	12/15/03	35	10
	80	11/17/2003	11/7/2003	12/15/03	28	10
	335	11/10/2003	10/31/2003	12/15/03	35	10
	345	11/17/2003	11/7/2003	12/15/03	28	10
	52	11/10/2003	11/1/2003	12/15/03	35	9
	54	11/14/2003	11/8/2003	12/15/03	31	6
	257	11/4/2003	10/31/2003	12/15/03	41	4
	24	11/12/2003	10/31/2003	12/15/03	33	12
	273	11/12/2003	11/7/2003	12/15/03	33	5
	29	11/12/2003	9/28/2003	12/15/03	33	45
	10	11/12/2003	10/5/2003	12/15/03	33	38
	302	11/10/2003	11/1/2003	12/15/03	35	9
	48	11/5/2003	11/2/2003	12/15/03	40	3
	136	11/7/2003	10/31/2003	12/15/03	38	7
	123	11/17/2003	11/7/2003	12/15/03	28	10
	181	11/12/2003	10/17/2003	12/15/03	33	26
	185	11/12/2003	10/24/2003	12/15/03	33	19
	165	11/12/2003	10/31/2003	12/15/03	33	12
	1	11/5/2003	10/24/2003	12/15/03	40	12
	1	11/7/2003	10/17/2003	12/15/03	38	21
	1	11/7/2003	10/24/2003	12/15/03	38	14
	2	11/7/2003	10/31/2003	12/15/03	38	7
	6	11/7/2003	10/31/2003	12/15/03	38	7
	10	11/12/2003	11/7/2003	12/15/03	33	5
	3	11/17/2003	10/31/2003	12/15/03	28	17
	123	11/10/2003	10/31/2003	12/15/03	35	10
	35	11/13/2003	11/7/2003	12/15/03	32	6
	2	11/10/2003	10/31/2003	12/15/03	35	10
	2	11/10/2003	11/7/2003	12/15/03	35	3
	2	11/17/2003	10/31/2003	12/15/03	28	17
	2	11/17/2003	11/7/2003	12/15/03	28	10
	10	11/17/2003	11/14/2003	12/15/03	28	3
	13	11/10/2003	10/31/2003	12/15/03	35	10
	14	11/14/2003	11/7/2003	12/15/03	31	7
	902	11/10/2003	11/1/2003	12/15/03	35	9
	941	11/17/2003	11/8/2003	12/15/03	28	9
	1	11/6/2003	9/20/2003	12/15/03	39	47
	16	11/4/2003	10/25/2003	12/15/03	41	10
	65	11/4/2003	11/1/2003	12/15/03	41	3
	76	11/13/2003	11/8/2003	12/15/03	32	5
	597	11/5/2003	10/4/2003	12/15/03	40	32
	589	11/5/2003	10/11/2003	12/15/03	40	25
	444	11/12/2003	10/25/2003	12/15/03	33	18

	331	11/5/2003	10/31/2003	12/15/03	40	5
	228	11/5/2003	10/31/2003	12/15/03	40	5
	29	11/5/2003	10/31/2003	12/15/03	40	5
	333	11/12/2003	11/7/2003	12/15/03	33	5
	209	11/12/2003	11/7/2003	12/15/03	33	5
	29	11/12/2003	11/7/2003	12/15/03	33	5
	12	11/6/2003	10/31/2003	12/15/03	39	6
	18	11/10/2003	11/7/2003	12/15/03	35	3
	4	11/17/2003	11/14/2003	12/15/03	28	3
	76	11/7/2003	10/31/2003	12/15/03	38	7
	69	11/17/2003	11/7/2003	12/15/03	28	10
	100	11/10/2003	10/31/2003	12/15/03	35	10
	100	11/17/2003	11/7/2003	12/15/03	28	10
	148	11/7/2003	11/1/2003	12/15/03	38	6
	1	11/7/2003	9/28/2003	12/15/03	38	40
	17	11/7/2003	10/26/2003	12/15/03	38	12
	15	11/7/2003	11/2/2003	12/15/03	38	5
	14	11/14/2003	11/9/2003	12/15/03	31	5
	22	11/7/2003	11/1/2003	12/15/03	38	6
	12	11/12/2003	11/8/2003	12/15/03	33	4
	67	11/6/2003	11/1/2003	12/15/03	39	5
	59	11/17/2003	11/8/2003	12/15/03	28	9
	121	11/10/2003	11/10/2003	12/15/03	35	0
	107	11/17/2003	11/17/2003	12/15/03	28	0
	77	11/6/2003	11/1/2003	12/15/03	39	5
	85	11/12/2003	11/8/2003	12/15/03	33	4
	50	11/6/2003	11/1/2003	12/15/03	39	5
	1	11/10/2003	9/20/2003	12/15/03	35	51
	46	11/10/2003	10/31/2003	12/15/03	35	10
	54	11/6/2003	11/1/2003	12/15/03	39	5
	53	11/14/2003	11/8/2003	12/15/03	31	6
	136	11/17/2003	9/20/2003	12/15/03	28	58
	265	11/17/2003	9/27/2003	12/15/03	28	51
	410	11/17/2003	10/4/2003	12/15/03	28	44
	26	11/17/2003	10/18/2003	12/15/03	28	30
	4	11/17/2003	10/25/2003	12/15/03	28	23
	244	11/17/2003	11/1/2003	12/15/03	28	16
	17	11/10/2003	10/26/2003	12/15/03	35	15
	1	11/17/2003	8/24/2003	12/15/03	28	85
	29	11/17/2003	11/16/2003	12/15/03	28	1
	58	11/5/2003	11/1/2003	12/15/03	40	4
	4	11/7/2003	9/13/2003	12/15/03	38	55
	13	11/7/2003	9/20/2003	12/15/03	38	48
	4	11/7/2003	9/27/2003	12/15/03	38	41
	2	11/10/2003	8/30/2003	12/15/03	35	72
	2	11/10/2003	9/6/2003	12/15/03	35	65
	62	11/17/2003	11/8/2003	12/15/03	28	9
	30	11/19/2003	6/9/2003	12/15/03	26	163
	67	11/13/2003	11/2/2003	12/15/03	32	11
	4	11/17/2003	9/7/2003	12/15/03	28	71
	6	11/17/2003	9/21/2003	12/15/03	28	57
	58	11/17/2003	11/9/2003	12/15/03	28	8

	492	11/4/2003	11/1/2003	12/15/03	41	3
	518	11/12/2003	11/8/2003	12/15/03	33	4
	72	11/10/2003	11/1/2003	12/15/03	35	9
	83	11/12/2003	11/8/2003	12/15/03	33	4
	168	11/10/2003	9/12/2003	12/15/03	35	59
	106	11/10/2003	9/19/2003	12/15/03	35	52
	123	11/17/2003	9/26/2003	12/15/03	28	52
	182	11/17/2003	10/3/2003	12/15/03	28	45
	170	11/17/2003	10/10/2003	12/15/03	28	38
	136	11/17/2003	10/17/2003	12/15/03	28	31
	14	11/17/2003	10/31/2003	12/15/03	28	17
	8	11/17/2003	11/7/2003	12/15/03	28	10
	493	11/7/2003	11/1/2003	12/15/03	38	6
	521	11/14/2003	11/8/2003	12/15/03	31	6
	145	11/4/2003	11/1/2003	12/15/03	41	3
	83	11/4/2003	11/1/2003	12/15/03	41	3
	75	11/6/2003	11/1/2003	12/15/03	39	5
	78	11/13/2003	11/8/2003	12/15/03	32	5
	3	11/17/2003	10/13/2003	12/15/03	28	35
	239	11/17/2003	11/8/2003	12/15/03	28	9
	1	10/17/2003	10/14/2003	12/15/03	59	3
	12	11/5/2003	7/29/2003	12/15/03	40	99
	25	11/5/2003	9/11/2003	12/15/03	40	55
	359	11/6/2003	11/1/2003	12/15/03	39	5
	335	11/13/2003	11/8/2003	12/15/03	32	5
	7	11/17/2003	11/6/2003	12/15/03	28	11
	105	11/7/2003	10/26/2003	12/15/03	38	12
	104	11/7/2003	11/2/2003	12/15/03	38	5
	129	11/10/2003	11/8/2003	12/15/03	35	2
	173	11/17/2003	11/15/2003	12/15/03	28	2
	44	11/7/2003	10/31/2003	12/15/03	38	7
	34	11/17/2003	11/7/2003	12/15/03	28	10
	100	11/6/2003	10/10/2003	12/15/03	39	27
	72	11/6/2003	10/17/2003	12/15/03	39	20
	2	11/10/2003	6/7/2003	12/15/03	35	156
	24	11/10/2003	9/20/2003	12/15/03	35	51
	5	11/10/2003	9/27/2003	12/15/03	35	44
	282	11/10/2003	11/1/2003	12/15/03	35	9
	5	11/17/2003	8/30/2003	12/15/03	28	79
	4	11/17/2003	9/6/2003	12/15/03	28	72
	269	11/17/2003	11/8/2003	12/15/03	28	9
	30	11/17/2003	10/31/2003	12/15/03	28	17
	16	11/7/2003	10/30/2003	12/15/03	38	8
	14	11/17/2003	11/6/2003	12/15/03	28	11
	143	11/10/2003	9/27/2003	12/15/03	35	44
	115	11/10/2003	10/4/2003	12/15/03	35	37
	91	11/7/2003	10/31/2003	12/15/03	38	7
	99	11/10/2003	11/7/2003	12/15/03	35	3
	2	11/10/2003	8/13/2003	12/15/03	35	89
	6	11/10/2003	11/8/2003	12/15/03	35	2
	29	11/10/2003	10/24/2003	12/15/03	35	17
	57	11/10/2003	10/24/2003	12/15/03	35	17

	13	11/10/2003	10/24/2003	12/15/03	35	17
	55	11/13/2003	10/31/2003	12/15/03	32	13
	11	11/13/2003	10/31/2003	12/15/03	32	13
	24	11/13/2003	10/31/2003	12/15/03	32	13
	26	11/6/2003	8/26/2003	12/15/03	39	72
	274	11/7/2003	10/26/2003	12/15/03	38	12
	42	11/12/2003	9/11/2003	12/15/03	33	62
	263	11/14/2003	11/2/2003	12/15/03	31	12
	3	11/6/2003	9/2/2003	12/15/03	39	65
	94	11/7/2003	10/26/2003	12/15/03	38	12
	90	11/14/2003	11/2/2003	12/15/03	31	12
	11	11/6/2003	9/3/2003	12/15/03	39	64
	227	11/7/2003	10/26/2003	12/15/03	38	12
	20	11/12/2003	7/25/2003	12/15/03	33	110
	7	11/12/2003	9/10/2003	12/15/03	33	63
	244	11/14/2003	11/2/2003	12/15/03	31	12
	1159	11/7/2003	10/12/2003	12/15/03	38	26
	994	11/7/2003	10/19/2003	12/15/03	38	19
	2	11/4/2003	9/26/2003	12/15/03	41	39
	163	11/4/2003	10/31/2003	12/15/03	41	4
	8	11/7/2003	9/19/2003	12/15/03	38	49
	150	11/12/2003	11/7/2003	12/15/03	33	5
	11	11/6/2003	9/26/2003	12/15/03	39	41
	65	11/6/2003	10/31/2003	12/15/03	39	6
	2	11/13/2003	10/31/2003	12/15/03	32	13
	2	11/13/2003	10/31/2003	12/15/03	32	13
	98	11/13/2003	11/7/2003	12/15/03	32	6
	25	11/10/2003	11/1/2003	12/15/03	35	9
	24	11/10/2003	11/8/2003	12/15/03	35	2
	4064	11/17/2003	10/31/2003	12/15/03	28	17
	46	11/6/2003	11/1/2003	12/15/03	39	5
	64	11/14/2003	11/8/2003	12/15/03	31	6
	14	11/5/2003	11/1/2003	12/15/03	40	4
	10	11/12/2003	11/8/2003	12/15/03	33	4
	24	11/14/2003	10/17/2003	12/15/03	31	28
	2	11/14/2003	10/24/2003	12/15/03	31	21
	26	11/14/2003	10/31/2003	12/15/03	31	14
	18	11/6/2003	10/24/2003	12/15/03	39	13
	4	11/6/2003	10/31/2003	12/15/03	39	6
	10	11/6/2003	11/2/2003	12/15/03	39	4
	11	11/14/2003	11/9/2003	12/15/03	31	5
	47	11/10/2003	11/8/2003	12/15/03	35	2
	40	11/17/2003	11/15/2003	12/15/03	28	2
	2	12/1/2003	10/21/2003	12/15/03	14	41
	296	11/7/2003	10/25/2003	12/15/03	38	13
	293	11/17/2003	11/1/2003	12/15/03	28	16
	38	11/14/2003	11/1/2003	12/15/03	31	13
	40	11/14/2003	11/9/2003	12/15/03	31	5
	111	11/5/2003	11/1/2003	12/15/03	40	4
	115	11/12/2003	11/8/2003	12/15/03	33	4
	274	11/6/2003	11/1/2003	12/15/03	39	5
	283	11/14/2003	11/8/2003	12/15/03	31	6

	22	11/10/2003	11/1/2003	12/15/03	35	9
	10	11/14/2003	11/8/2003	12/15/03	31	6
	44	11/10/2003	9/14/2003	12/15/03	35	57
	180	11/10/2003	10/5/2003	12/15/03	35	36
	184	11/10/2003	10/12/2003	12/15/03	35	29
	200	11/10/2003	10/19/2003	12/15/03	35	22
	188	11/10/2003	10/26/2003	12/15/03	35	15
	44	11/10/2003	11/1/2003	12/15/03	35	9
	22	11/17/2003	11/8/2003	12/15/03	28	9
	22	11/17/2003	11/14/2003	12/15/03	28	3
	24	11/5/2003	10/31/2003	12/15/03	40	5
	26	11/12/2003	10/4/2003	12/15/03	33	39
	103	11/12/2003	10/11/2003	12/15/03	33	32
	476	11/12/2003	10/18/2003	12/15/03	33	25
	362	11/12/2003	10/25/2003	12/15/03	33	18
	149	11/12/2003	11/1/2003	12/15/03	33	11
	23	11/14/2003	10/28/2003	12/15/03	31	17
	10	11/5/2003	10/31/2003	12/15/03	40	5
	10	11/14/2003	11/7/2003	12/15/03	31	7
	12	11/7/2003	10/31/2003	12/15/03	38	7
	18	11/17/2003	11/7/2003	12/15/03	28	10
	500	11/17/2003	11/8/2003	12/15/03	28	9
	400	11/17/2003	11/15/2003	12/15/03	28	2
	4	11/4/2003	10/31/2003	12/15/03	41	4
	6	11/17/2003	11/7/2003	12/15/03	28	10
	45	11/6/2003	11/10/2003	12/15/03	39	-4
	1575	11/13/2003	10/31/2003	12/15/03	32	13
	42	11/10/2003	10/25/2003	12/15/03	35	16
	306	11/4/2003	10/24/2003	12/15/03	41	11
	300	11/6/2003	10/31/2003	12/15/03	39	6
	281	11/12/2003	11/7/2003	12/15/03	33	5
	228	11/17/2003	11/14/2003	12/15/03	28	3
	71	11/12/2003	10/25/2003	12/15/03	33	18
	72	11/12/2003	11/1/2003	12/15/03	33	11
	96	11/12/2003	11/8/2003	12/15/03	33	4
	64	11/12/2003	11/7/2003	12/15/03	33	5
	25	11/17/2003	11/9/2003	12/15/03	28	8
	256	11/17/2003	11/9/2003	12/15/03	28	8
	133	11/17/2003	11/9/2003	12/15/03	28	8
	316	11/17/2003	11/16/2003	12/15/03	28	1
	7	11/17/2003	11/16/2003	12/15/03	28	1
	176	11/17/2003	11/16/2003	12/15/03	28	1
	18	11/17/2003	11/16/2003	12/15/03	28	1
	82	11/10/2003	11/8/2003	12/15/03	35	2
	158	11/12/2003	11/1/2003	12/15/03	33	11
	3	11/4/2003	9/6/2003	12/15/03	41	59
	1	11/4/2003	9/20/2003	12/15/03	41	45
	6	11/4/2003	9/27/2003	12/15/03	41	38
	12	11/4/2003	10/4/2003	12/15/03	41	31
	12	11/4/2003	10/11/2003	12/15/03	41	24
	63	11/10/2003	10/25/2003	12/15/03	35	16
	56	11/13/2003	11/1/2003	12/15/03	32	12

	33	11/12/2003	8/16/2003	12/15/03	33	88
	67	11/12/2003	9/13/2003	12/15/03	33	60
	379	11/5/2003	11/1/2003	12/15/03	40	4
	392	11/17/2003	11/8/2003	12/15/03	28	9
	331	11/17/2003	11/15/2003	12/15/03	28	2
	113	11/5/2003	10/31/2003	12/15/03	40	5
	106	11/10/2003	11/7/2003	12/15/03	35	3
	83	11/6/2003	10/26/2003	12/15/03	39	11
	86	11/6/2003	11/2/2003	12/15/03	39	4
	1	11/5/2003	6/28/2003	12/15/03	40	130
	34	11/5/2003	10/18/2003	12/15/03	40	18
	47	11/5/2003	10/25/2003	12/15/03	40	11
	2	11/6/2003	11/1/2003	12/15/03	39	5
	1	11/10/2003	10/23/2003	12/15/03	35	18
	1	11/14/2003	10/21/2003	12/15/03	31	24
	6	11/14/2003	11/8/2003	12/15/03	31	6
	2	11/6/2003	9/19/2003	12/15/03	39	48
	7	11/6/2003	9/19/2003	12/15/03	39	48
	6	11/6/2003	10/3/2003	12/15/03	39	34
	2	11/6/2003	10/10/2003	12/15/03	39	27
	3	11/6/2003	10/31/2003	12/15/03	39	6
	3	11/6/2003	10/31/2003	12/15/03	39	6
	2	11/6/2003	10/31/2003	12/15/03	39	6
	25	11/13/2003	10/24/2003	12/15/03	32	20
	5	11/13/2003	11/7/2003	12/15/03	32	6
	2	11/13/2003	11/7/2003	12/15/03	32	6
	6	11/24/2003	7/17/2003	12/15/03	21	130
	51	11/6/2003	11/1/2003	12/15/03	39	5
	80	11/10/2003	10/25/2003	12/15/03	35	16
	2	11/17/2003	10/25/2003	12/15/03	28	23
	56	11/17/2003	11/1/2003	12/15/03	28	16
	6	11/17/2003	11/1/2003	12/15/03	28	16
	2	11/17/2003	11/1/2003	12/15/03	28	16
	443	10/14/2003	8/23/2003	12/15/03	62	52
	442	14-Oct	30-Aug	12/15/03	62	45
	659	11/5/2003	10/18/2003	12/15/03	40	18
	70	11/6/2003	10/31/2003	12/15/03	39	6
	68	11/17/2003	11/7/2003	12/15/03	28	10
	67	11/5/2003	11/1/2003	12/15/03	40	4
	59	11/12/2003	11/8/2003	12/15/03	33	4
	12	12/1/2003	9/1/2003	12/15/03	14	91
	124	11/10/2003	11/1/2003	12/15/03	35	9
	56	11/5/2003	11/1/2003	12/15/03	40	4
	58	11/17/2003	11/8/2003	12/15/03	28	9
	154	11/7/2003	11/1/2003	12/15/03	38	6
	170	11/14/2003	11/8/2003	12/15/03	31	6
	195	11/5/2003	10/31/2003	12/15/03	40	5
	212	11/13/2003	11/7/2003	12/15/03	32	6
	443	11/10/2003	11/1/2003	12/15/03	35	9
	437	11/17/2003	11/8/2003	12/15/03	28	9
	86	11/10/2003	11/1/2003	12/15/03	35	9
	51	11/14/2003	8/16/2003	12/15/03	31	90

	102	11/14/2003	8/23/2003	12/15/03	31	83
	36	11/14/2003	8/30/2003	12/15/03	31	76
	165	11/14/2003	9/6/2003	12/15/03	31	69
	90	11/17/2003	11/8/2003	12/15/03	28	9
	120	11/14/2003	11/7/2003	12/15/03	31	7
	22	11/14/2003	11/7/2003	12/15/03	31	7
	198	11/14/2003	10/31/2003	12/15/03	31	14
	195	11/5/2003	11/1/2003	12/15/03	40	4
	30	11/17/2003	10/24/2003	12/15/03	28	24
	28	11/17/2003	10/31/2003	12/15/03	28	17
	30	11/17/2003	11/7/2003	12/15/03	28	10
	169	11/10/2003	11/1/2003	12/15/03	35	9
	176	11/14/2003	11/8/2003	12/15/03	31	6
	30	11/10/2003	10/31/2003	12/15/03	35	10
	49	11/5/2003	10/17/2003	12/15/03	40	19
	50	11/5/2003	10/25/2003	12/15/03	40	11
	40	11/5/2003	11/1/2003	12/15/03	40	4
	4	11/10/2003	10/25/2003	12/15/03	35	16
	2	11/10/2003	11/1/2003	12/15/03	35	9
	58	11/10/2003	11/8/2003	12/15/03	35	2
	2	11/14/2003	11/8/2003	12/15/03	31	6
	91	11/17/2003	10/31/2003	12/15/03	28	17
	73	11/17/2003	11/7/2003	12/15/03	28	10
	116	11/6/2003	10/31/2003	12/15/03	39	6
	10	11/17/2003	11/8/2003	12/15/03	28	9
	82	11/17/2003	11/8/2003	12/15/03	28	9
	75	11/7/2003	10/31/2003	12/15/03	38	7
	9	11/17/2003	9/30/2003	12/15/03	28	48
	683	11/7/2003	11/1/2003	12/15/03	38	6
	1	11/17/2003	11/1/2003	12/15/03	28	16
	6350	11/17/2003	11/8/2003	12/15/03	28	9
	60	11/6/2003	11/1/2003	12/15/03	39	5
	2	11/17/2003	9/27/2003	12/15/03	28	51
	53	11/17/2003	11/8/2003	12/15/03	28	9
	422	11/17/2003	10/10/2003	12/15/03	28	38
	401	11/17/2003	11/8/2003	12/15/03	28	9
	398	11/17/2003	11/15/2003	12/15/03	28	2
	131	11/4/2003	10/20/2003	12/15/03	41	15
	128	11/4/2003	10/27/2003	12/15/03	41	8
	112	11/5/2003	11/3/2003	12/15/03	40	2
	54	11/5/2003	11/1/2003	12/15/03	40	4
	57	11/12/2003	11/8/2003	12/15/03	33	4
	1	11/7/2003	8/30/2003	12/15/03	38	69
	164	11/10/2003	11/1/2003	12/15/03	35	9
	20	11/5/2003	11/1/2003	12/15/03	40	4
	6	11/5/2003	11/1/2003	12/15/03	40	4
	20	11/12/2003	11/8/2003	12/15/03	33	4
	6	11/12/2003	11/8/2003	12/15/03	33	4
	1	11/5/2003	10/30/2003	12/15/03	40	6
	2	11/7/2003	9/12/2003	12/15/03	38	56
	2	11/7/2003	9/26/2003	12/15/03	38	42
	2	11/7/2003	10/24/2003	12/15/03	38	14

	1	11/12/2003	11/7/2003	12/15/03	33	5
	1	11/14/2003	11/7/2003	12/15/03	31	7
	18	11/12/2003	10/10/2003	12/15/03	33	33
	6	11/12/2003	10/17/2003	12/15/03	33	26
	479	11/12/2003	10/31/2003	12/15/03	33	12
	214	11/12/2003	10/31/2003	12/15/03	33	12
	56	11/12/2003	10/31/2003	12/15/03	33	12
	194	11/12/2003	11/7/2003	12/15/03	33	5
	60	11/12/2003	11/7/2003	12/15/03	33	5
	284	11/4/2003	10/11/2003	12/15/03	41	24
	286	11/4/2003	10/18/2003	12/15/03	41	17
	283	11/4/2003	10/25/2003	12/15/03	41	10
	265	11/17/2003	11/1/2003	12/15/03	28	16
	58	11/14/2003	11/1/2003	12/15/03	31	13
	66	11/14/2003	11/8/2003	12/15/03	31	6
	6	11/7/2003	10/31/2003	12/15/03	38	7
	144	11/7/2003	11/1/2003	12/15/03	38	6
	5	11/14/2003	8/23/2003	12/15/03	31	83
	16	11/14/2003	9/22/2003	12/15/03	31	53
	17	11/14/2003	11/8/2003	12/15/03	31	6
	140	11/14/2003	11/15/2003	12/15/03	31	-1
	33	11/12/2003	10/11/2003	12/15/03	33	32
	158	11/12/2003	10/25/2003	12/15/03	33	18
	164	11/12/2003	11/1/2003	12/15/03	33	11
	23	11/5/2003	10/31/2003	12/15/03	40	5
	20	11/14/2003	11/7/2003	12/15/03	31	7
	8	11/5/2003	10/31/2003	12/15/03	40	5
	15	11/14/2003	11/7/2003	12/15/03	31	7
	26	11/5/2003	10/25/2003	12/15/03	40	11
	23	11/14/2003	11/1/2003	12/15/03	31	13
	109	11/10/2003	11/8/2003	12/15/03	35	2
	29	11/17/2003	11/15/2003	12/15/03	28	2
	608	11/7/2003	10/31/2003	12/15/03	38	7
	586	11/14/2003	11/7/2003	12/15/03	31	7
	15	11/10/2003	10/23/2003	12/15/03	35	18
	1635	11/10/2003	10/31/2003	12/15/03	35	10
	31	11/14/2003	9/15/2003	12/15/03	31	60
	16	11/6/2003	10/27/2003	12/15/03	39	10
	5	11/14/2003	10/6/2003	12/15/03	31	39
	5	11/14/2003	10/13/2003	12/15/03	31	32
	3	11/14/2003	10/20/2003	12/15/03	31	25
	2	11/14/2003	10/27/2003	12/15/03	31	18
	143	11/6/2003	10/25/2003	12/15/03	39	12
	160	11/6/2003	11/1/2003	12/15/03	39	5
	3	11/17/2003	9/23/2003	12/15/03	28	55
	2	11/17/2003	10/23/2003	12/15/03	28	25
	106	11/7/2003	10/25/2003	12/15/03	38	13
	103	11/10/2003	11/1/2003	12/15/03	35	9
	86	11/10/2003	11/1/2003	12/15/03	35	9
	13	11/10/2003	11/1/2003	12/15/03	35	9
	48	11/10/2003	11/1/2003	12/15/03	35	9
	4	11/10/2003	11/1/2003	12/15/03	35	9

	53	11/10/2003	11/1/2003	12/15/03	35	9
	58	11/10/2003	11/1/2003	12/15/03	35	9
	15	11/10/2003	11/1/2003	12/15/03	35	9
	32	11/10/2003	11/1/2003	12/15/03	35	9
	414	11/17/2003	11/15/2003	12/15/03	28	2
	26	11/17/2003	10/25/2003	12/15/03	28	23
	10	11/17/2003	11/1/2003	12/15/03	28	16
	34	11/17/2003	11/8/2003	12/15/03	28	9
	291	11/6/2003	10/19/2003	12/15/03	39	18
	309	11/14/2003	10/26/2003	12/15/03	31	19
	325	11/14/2003	11/2/2003	12/15/03	31	12
	32	11/7/2003	10/31/2003	12/15/03	38	7
	32	11/14/2003	11/7/2003	12/15/03	31	7
	298	11/5/2003	11/1/2003	12/15/03	40	4
	18	11/13/2003	11/1/2003	12/15/03	32	12
	308	11/13/2003	11/8/2003	12/15/03	32	5
	30	11/17/2003	11/1/2003	12/15/03	28	16
	35	11/17/2003	11/8/2003	12/15/03	28	9
	191	11/17/2003	11/1/2003	12/15/03	28	16
	213	11/17/2003	11/8/2003	12/15/03	28	9
	175	11/17/2003	11/15/2003	12/15/03	28	2
	8	11/12/2003	11/7/2003	12/15/03	33	5
	30	11/5/2003	10/31/2003	12/15/03	40	5
	29	11/10/2003	10/24/2003	12/15/03	35	17
	26	11/12/2003	11/7/2003	12/15/03	33	5
	134	11/6/2003	10/8/2003	12/15/03	39	29
	161	11/6/2003	10/11/2003	12/15/03	39	26
	1	11/14/2003	7/12/2003	12/15/03	31	125
	5	11/14/2003	11/1/2003	12/15/03	31	13
	4	11/14/2003	11/8/2003	12/15/03	31	6
	52	11/5/2003	11/1/2003	12/15/03	40	4
	57	11/12/2003	11/8/2003	12/15/03	33	4
	110	11/4/2003	10/31/2003	12/15/03	41	4
	109	11/14/2003	11/7/2003	12/15/03	31	7
	1	11/6/2003	10/4/2003	12/15/03	39	33
	1	11/14/2003	8/2/2003	12/15/03	31	104
	2	11/14/2003	8/9/2003	12/15/03	31	97
	1	11/14/2003	8/16/2003	12/15/03	31	90
	3	11/14/2003	8/16/2003	12/15/03	31	90
	1	11/14/2003	8/23/2003	12/15/03	31	83
	1	11/14/2003	8/30/2003	12/15/03	31	76
	1	11/14/2003	9/13/2003	12/15/03	31	62
	3	11/14/2003	9/20/2003	12/15/03	31	55
	2	11/17/2003	10/18/2003	12/15/03	28	30
	2	11/17/2003	10/25/2003	12/15/03	28	23
	82	11/10/2003	10/25/2003	12/15/03	35	16
	72	11/10/2003	11/1/2003	12/15/03	35	9
	27	11/4/2003	11/1/2003	12/15/03	41	3
	22	11/10/2003	11/8/2003	12/15/03	35	2
	217	11/6/2003	10/17/2003	12/15/03	39	20
	280	11/10/2003	10/24/2003	12/15/03	35	17
	286	11/17/2003	10/31/2003	12/15/03	28	17

	286	11/17/2003	11/7/2003	12/15/03	28	10
	104	11/10/2003	11/7/2003	12/15/03	35	3
	97	11/17/2003	11/14/2003	12/15/03	28	3
	36	11/14/2003	10/3/2003	12/15/03	31	42
	71	11/14/2003	10/10/2003	12/15/03	31	35
	54	11/14/2003	10/17/2003	12/15/03	31	28
	40	11/14/2003	10/24/2003	12/15/03	31	21
	490	11/5/2003	10/31/2003	12/15/03	40	5
	500	11/13/2003	10/31/2003	12/15/03	32	13
	215	10/17/2003	9/29/2003	12/15/03	59	18
	4	11/10/2003	9/20/2003	12/15/03	35	51
	5	11/10/2003	9/27/2003	12/15/03	35	44
	217	11/10/2003	11/1/2003	12/15/03	35	9
	242	11/17/2003	11/8/2003	12/15/03	28	9
	74	11/7/2003	11/1/2003	12/15/03	38	6
	22	11/7/2003	11/8/2003	12/15/03	38	-1
	70	11/17/2003	11/1/2003	12/15/03	28	16
	141	11/17/2003	11/8/2003	12/15/03	28	9
	70	11/17/2003	11/8/2003	12/15/03	28	9
	191	11/17/2003	11/8/2003	12/15/03	28	9
	75	11/17/2003	11/8/2003	12/15/03	28	9
	60	11/17/2003	11/15/2003	12/15/03	28	2
	214	11/17/2003	11/15/2003	12/15/03	28	2
	342	11/6/2003	10/25/2003	12/15/03	39	12
	295	11/6/2003	11/1/2003	12/15/03	39	5
	262	11/13/2003	11/8/2003	12/15/03	32	5
	28	11/12/2003	11/8/2003	12/15/03	33	4
	49	11/7/2003	11/2/2003	12/15/03	38	5
	2	11/14/2003	11/9/2003	12/15/03	31	5
	67	11/14/2003	11/9/2003	12/15/03	31	5
	108	11/7/2003	10/18/2003	12/15/03	38	20
	87	11/10/2003	10/25/2003	12/15/03	35	16
	6	11/10/2003	9/27/2003	12/15/03	35	44
	91	11/10/2003	10/25/2003	12/15/03	35	16
	39	11/10/2003	10/25/2003	12/15/03	35	16
	38	11/10/2003	11/1/2003	12/15/03	35	9
	89	11/10/2003	11/1/2003	12/15/03	35	9
	92	11/14/2003	11/8/2003	12/15/03	31	6
	38	11/14/2003	11/8/2003	12/15/03	31	6
	47	11/6/2003	10/25/2003	12/15/03	39	12
	59	11/6/2003	10/31/2003	12/15/03	39	6
	5	11/7/2003	11/5/2003	12/15/03	38	2
	60	11/17/2003	11/8/2003	12/15/03	28	9
	2422	11/7/2003	11/2/2003	12/15/03	38	5
	2256	11/14/2003	11/9/2003	12/15/03	31	5
	373	11/6/2003	11/1/2003	12/15/03	39	5
	375	11/12/2003	11/8/2003	12/15/03	33	4
	715	11/10/2003	10/30/2003	12/15/03	35	11
	66	11/6/2003	11/3/2003	12/15/03	39	3
	69	11/17/2003	11/10/2003	12/15/03	28	7
	6	11/6/2003	10/31/2003	12/15/03	39	6
	8	11/14/2003	11/7/2003	12/15/03	31	7

	761	11/7/2003	11/3/2003	12/15/03	38	4
	717	11/14/2003	11/10/2003	12/15/03	31	4
	3	11/17/2003	11/5/2003	12/15/03	28	12
	19	11/17/2003	11/14/2003	12/15/03	28	3
	8	11/5/2003	10/30/2003	12/15/03	40	6
	1616	11/14/2003	10/31/2003	12/15/03	31	14
	1	11/5/2003	10/2/2003	12/15/03	40	34
	1	11/5/2003	10/2/2003	12/15/03	40	34
	71	11/10/2003	11/6/2003	12/15/03	35	4
	76	11/17/2003	11/13/2003	12/15/03	28	4
	179	11/4/2003	10/31/2003	12/15/03	41	4
	171	11/14/2003	11/7/2003	12/15/03	31	7
	614	11/17/2003	10/25/2003	12/15/03	28	23
	25	11/10/2003	9/27/2003	12/15/03	35	44
	286	11/10/2003	11/1/2003	12/15/03	35	9
	264	11/17/2003	11/8/2003	12/15/03	28	9
	142	11/4/2003	10/31/2003	12/15/03	41	4
	136	11/12/2003	11/7/2003	12/15/03	33	5
	72	11/5/2003	10/24/2003	12/15/03	40	12
	73	11/5/2003	10/31/2003	12/15/03	40	5
	209	11/10/2003	10/10/2003	12/15/03	35	31
	193	11/17/2003	11/1/2003	12/15/03	28	16
	168	11/17/2003	11/8/2003	12/15/03	28	9
	208	11/17/2003	10/25/2003	12/15/03	28	23
	210	11/17/2003	11/1/2003	12/15/03	28	16
	402	11/6/2003	11/1/2003	12/15/03	39	5
	414	11/17/2003	11/8/2003	12/15/03	28	9
	51	11/6/2003	11/1/2003	12/15/03	39	5
	12	11/7/2003	11/1/2003	12/15/03	38	6
	13	11/12/2003	11/8/2003	12/15/03	33	4
	59	11/12/2003	11/7/2003	12/15/03	33	5
	69	11/17/2003	11/14/2003	12/15/03	28	3
	90	11/7/2003	11/1/2003	12/15/03	38	6
	59	11/13/2003	11/8/2003	12/15/03	32	5
	8	11/7/2003	11/1/2003	12/15/03	38	6
	297	11/7/2003	10/31/2003	12/15/03	38	7

Average	34	19
---------	----	----